

Dear Sir/Madam,

Thank you for choosing IIT Tutor, and we welcome you to the IIT Tutor family!

At IIT Tutor, we value the trust of our customers and wish to inform you that you have purchased a package under a special limited period offer wherein the refund terms mentioned hereunder will apply to your purchase of the relevant package.

Your access to or usage of the package shall be governed by the relevant Terms of Use and Privacy Policy available on our website. If you wish to cancel your subscription and/or return the package, you shall be required to submit your cancellation request by writing to iittutor@sprix-edu.in.

Refund Terms:

Cancellation & Refunds: a. If you choose to cancel before attending 6 classes, you shall be eligible for a full refund. After attending 6 classes, no refunds shall be claimed or will be entertained.

- No refund will be provided on any materials or resources provided.
- If your access/subscription to the package is cancelled due to a breach of the Terms of Use, no refund will be provided.

Fee Components	Up to 6 Classes Attended	Post 6 Classes Attended
Materials/Resources Fee	No Refund	No Refund
Course Fees	100% Refund	No Refund

- **Force Majeure Events:** a. If due to a force majeure event (such as acts of God, government restrictions, or other events beyond our control), we have to discontinue the package that you have already availed, then we are under no obligation to refund the fee for such portion of the service already availed by you.
- **Other Refund Policies:** a. Refunds for all other products/services offered by IIT Tutor shall be governed by their respective refund policies.
- **Mode of Refund:** a. All applicable refunds shall be processed through online transfer in the original payment currency, to the source account from where the payment was originally made, within a reasonable period of 28 days from the date a written confirmation from our end is provided to you approving the cancellation. b. In the event you had availed credit/financing facility while purchasing the package, your refunds shall be processed accordingly with your lender/financing partner.

- **Inactive Payment Instruments:** a. If your payment instrument/account through which the original payment was made is not active or does not support refunds, you shall be required to provide other bank account details belonging to you for processing the relevant refund. We shall not be responsible for crediting refund money to the wrong account due to incorrect details furnished by you.

In the event you fail to provide the complete details as may be requested by us within 14 (fourteen) business days, upon being requested by us in writing, we shall not be liable to refund the resource or course fee.

- **Non-Receipt of Refund:** a. In case you have not received the refund within the above-mentioned period, write to us at iitutor@srix-edu.in.
- **Policy Modifications:** a. We reserve the right to modify/replace this policy at any time, as deemed fit by us or in cases where we have identified a fraudulent activity attributable to you, without any prior notice to you.
- **Acknowledgement:** a. By using our services and making a purchase, you confirm and acknowledge that you have read, understood, and accepted our refund policy as outlined in this document.
- **Undertaking:** a. Further, you undertake not to dispute the refund terms provided under this document by IIT Tutor or raise any claims beyond the scope provided under this document.

Yours sincerely, IIT Tutor

Date: 23rd of November 2024