



## **Refund Policy**

### **PAYMENTS AND REFUNDS**

It is entirely possible that a course may have its own set of terms dealing with refunds, deferrals, credits or payments. All self-paced programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if 1Stop.Ai cancels the complete program. Under exceptional circumstances if your case qualifies for a refund, the request needs to be raised at least 10 days prior to the program commencement date and you haven't been provided access to the learning management system and your dashboard. Any refund requests post the access has been provided will be strictly denied. Please note that the registration charges which is 20% of the course fee or Rs. 300/- (whichever is higher) is non refundable at any point in time. For all refunds please contact us at: support@1Stop.Ai .in

The refunds team will contact you within 2-5 business days.

For approved refund cases Refunds Form needs to be filled.  
In 7-10 business days refund is processed.

### **CHANGE OF COURSE**

1Stop.Ai allows you to change your course to an alternative course only once using the following guidelines. Please refer to Annex <1> for further details

### **RESCHEDULING**

A. Rescheduling by 1Stop.Ai are governed by the following guidelines:

- If a course doesn't begin within 10 business days of the published commencement date, a student is entitled to either a full refund or can choose to join a different batch/course.
- 1Stop.Ai will make all possible efforts to conduct a course. However, in the event of a course being rescheduled due to unforeseen delays on our end, 1Stop.Ai is only responsible for the cost of the course. Any travel, logistics or personal expenses incurred due to this program won't be refunded. Please refer to Annex2 for details

#23 , 27th Main Road, 6th cross, Ashwini layout ,Ejipura, Opp Bethel Baptist Church ,Bengaluru, KA, 560047

mail to : support@1stop.ai

Contact us : +91:9886550360



## UPDATING THESE TERMS

From time to time, we may update these Terms to clarify our existing practices or to reflect new or different practices or when we add new features, and we reserve the right to modify and/or make changes to these Terms at any time. If we make any material change our known methods of delivering these services, we will notify you using prominent means, for instance by email (using the email that has been specified in your account or by posting a notice through our Services). All such modifications/updates will become effective on the day they are posted unless stated otherwise.

Your continued use of our Services after changes become effective shall also mean that you accept those changes and revision to the terms of use. Any revised Terms shall supersede all previous Terms.

## 13. GRIEVANCE OFFICER

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Phone: +91 9886550360 (Timings: 10 AM to 7 PM, IST - Monday to Friday, except holidays)

Email: support@1stop.ai

## 14. COMMUNICATION

Any communication that may be required to be given to the Company under these Terms shared with you may be sent by writing through post to the following addresses:

### CHANGE OF COURSE: Annex <1>

- 1Stop.ai is notified via mail at least 1 week before the commencement of the original course.
- In case if the student has opted for the workshop, the change in program will be approved based on the availability of the slots.
- If switching to a course of a higher value, students are required to pay the amount difference. However, if switching to a course of a lower value, 1Stop.Ai is not liable to pay the amount difference. A processing fee of Rs. 100/- needs to be paid within 3 days after 1Stop.Ai accepts change of course request, failing which course change request will be cancelled and no further request will be entertained.

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Course change is allowed only once during the program.

Process For Change Of Course-

Contact 1Stop.Ai at support@1Stop.Ai .in with your course change request.

Once approved, fill up the “Course Change Form” and submit it within 3 business days. Pay the processing fees + difference in course costs (if applicable) and submit the receipt to “ support@1Stop.Ai”.

In 5-7 business days, you will get a confirmation for the course change request.

### **Annex RESCHEDULING <2>**

B. Rescheduling request by customer are governed by the following guidelines:

- The reschedule request has to be made at least 7 business days before the commencement of the course.
- The rescheduled date should be within 90 days of the initial commencement date.
- Rescheduling will not allow the customer to change their course.
- The reschedule is subject to availability of seats.
- A rescheduling fee of Rs. 500/- must be paid within 5 business days from the date of approval (why do we have this clause I mean who is supposed to pay to who)

C. Process for Rescheduling of Course:

Contact 1Stop.Ai at support@1Stop.Ai .in with your course rescheduling request.

Once approved, fill up the “Reschedule Course Form” and submit it within 3 business days.

Pay the processing fees + difference in course costs (if applicable) and submit the receipt to “ support@1Stop.Ai”

In 5-7 business days you will get a confirmation for the course reschedule request.

If a rescheduled course is of a higher value, students are required to pay the amount difference. However, if switching to a course of a lower value, 1Stop.Ai is not liable to pay the amount difference. A processing fee of Rs. 500/- needs to be paid within 3 days after 1Stop.Ai accepts reschedule request, failing which reschedule request will be cancelled and no further request will be entertained.

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