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# Refund

iAthena.com ("the website") is a website owned by Navitus Education Private Limited. (Hereafter referred to as "we", "us", "the company", "Navitus Education" or "Navitus".)

## Purchases

With any online purchase on iAthena.com, you agree to abide by all the policies listed under the 'Policies' section at the bottom of the homepage. In case of any conflict between these policies, the policy that is most suitable to use will be enforced. For more details on purchases on the website, please refer to - 'Payments' and 'Terms of Use' under the 'Policies' section.

## Refunds

We want you to be satisfied with your purchase of the educational products and services we offer on the website. To help us achieve this goal, we have assembled a team of custom e-learning experts, including instructional designers, educators, developers, and multimedia producers to create high-quality content. In case of third party content, we review a mentor's background and resume before he or she is able to offer the content to our customers. However, we understand that some customers may change their minds about continuing with the course(s) and may wish to discontinue. With this purpose, we have come up with a reasonable refund policy that we believe is fair to our customers as well as us.

- If cancellation is made in the first 24 hours after the registration or subscription of the course, then a 25% of the purchase price will be deducted as the Administration Fee.
- If cancellation is made between 24 to 48 hours after the registering or subscribing to a course, then a 50% of the purchase price will be deducted as the Administration Fee.
- If cancellation is made after the first 48 hours after the registering or subscribing to a course, then no refunds will be allowed.

Due to the nature of online content, we can only give short amount of time for our customers to change their minds. Hence, we expect our customers to enroll in a course only after substantial thinking and full deliberations.

## Refund Processing

All cancellations during a month will be processed between the 5th and the 15th of the next month and refunds will be processed during that time.