

Refund Policy of MLTool Technologies Private Limited

Effective Date: December 28, 2024

At MLTool Technologies Private Limited, we are committed to providing high-quality online training services. We understand that there may be circumstances where a refund may be necessary. This refund policy outlines the terms and conditions under which refunds may be processed.

1. Course Enrollment

All users are required to pay the specified course fee at the time of registration. This fee grants you access to the course materials, live sessions, and any additional resources.

2. Refund Eligibility

Refunds may be provided under the following circumstances:

- **Cancellation Before Course Start Date:** If you cancel your enrollment at least 14 days before the start date of the course, you will be eligible for a full refund.
- **Course Cancellation by MLTool Technologies:** If we cancel the course for any reason, you will be entitled to a full refund of the course fee.
- **Technical Issues:** If you experience significant technical issues that prevent you from accessing the course, you may request a refund, subject to verification of said issues.

3. Non-Refundable Conditions

Certain conditions and fees are non-refundable:

- **Late Cancellations:** Withdrawals made less than 14 days before the course start date are non-refundable.
- **Accessed Course Materials:** Once you have accessed course materials or attended any live sessions, the course fee becomes non-refundable.
- **Membership Fees:** Any membership or subscription fees are non-refundable.

4. Requesting a Refund

To request a refund, please follow these steps:

1. Contact our support team via email at **psrana@gmail.com** or call us at **9313889932**.
2. Provide your order number and specify the reason for your refund request.
3. Ensure your request is submitted within the eligible timeframe outlined above.

5. Processing Refunds

- Refunds will be processed within 7-10 business days after your request has been approved.
- Refunds will be issued to the original payment method used during the enrollment process.

6. Changes to the Refund Policy

MLTool Technologies Private Limited reserves the right to modify this refund policy at any time. Changes will be effective immediately upon posting on our website. All users are encouraged to review the policy periodically.

7. Contact Information

If you have any questions regarding our refund policy, please contact us:

- **Phone:** 9313889932
- **Email:** psrana@gmail.com