

GLOBAL TRAINERS ACADEMY

by Viztar International Pvt. Ltd

10. Refund and Cancellation Policy

- ▶ Our focus is on complete learning satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved after investigation. Please read the fine prints of each deal before applying or purchasing a course, it provides all the details about the description, prerequisite and what to expect in terms of learning or any other courses or services you purchase

▶ Process of the Refund and Cancellation

- Request a Refund within 15- days of purchase of the courses, by sending us an email through contacting us on team@globaltrainersacademy.live
- Copy the course URL and share the proof with screenshots of how the expectations were wrongfully set.
- All refunds will be credited back in the form of credits in your **Global Trainers Academy** account within 15 - days from the date of confirming the refund.
- Requests received later than 3 business days before the end of the stipulated period for the course of the respective course will be treated as a cancellation of services

▶ Reasons for Denied Refunds and Cancellation

- While our 15-day refund policy is in place to protect learners/program, associate/students' interests, we must also protect our instructors from fraud and provide a reasonable payment schedule.
- If all course content was downloaded before the refund was requested, the refund request may be rejected.
- If you have already attended the Broadcast or Live Training
- If you have failed to intimate your unavailability to attend the course within the stipulated period.
- If you have completed the course and not appeared for the Assignment
- If you have completed the course and not downloaded the certificate
- Finally, students who purchase and refund multiple courses over an extended period may be subject to suspension for abuse of the refund policy.
- Please note that **Global Trainers Academy** in its sole discretion has the right to deny the refund to any user for whatever reason it may find appropriate.
- Misusing the platform, its technology tools and policies for any malpractices, wrong communication, etc..

Refunds for Courses Purchased Through Third Party

- ▶ If you purchased the course through a third party vendor, unfortunately, we cannot process your refund. Since we did not process the original payment, we do not have the transaction on file, and cannot initiate a refund for you. Please contact the third-party vendor directly to request a refund.
- ▶ In normal cases where you purchase the course directly, without any third Party vendor on the GTA platform the refund mode will be online

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1