



REFUND POLICY

TERMS

Company means "SIBIL EDUCATION PVT LTD"

Online means service(s) sold through internet aided medium : Company's official website.

Offline means service(s) sold through physical medium : Filling up purchase form / request form / order form and submission through Direct Seller or delivering the same to Company's official address

REFUND OFFLINE PROCESS

In order to get refund for service(s) the Customer / Direct Seller is required to contact the Company / Direct Seller from whom they had Purchased the same to acquire the refund form and submit the form to the company's official address mentioned below. The form has to be submitted within 7 days from the date of purchase.

REFUND ONLINE PROCESS

In order to get refund for service(s) the Customer / Direct Seller is required to fill up and submit the refund claim form mentioned below. The Customer / Direct Seller can also submit the refund claim form online. The form has to be submitted within 7 days from the date of purchase.

REFUND PROCESS STEPS

To raise a refund request by the Customer / Direct Seller here are the steps to be followed :

1. Fill the Service Refund Form (Online / Offline)
2. Mention the reason for refund claim
3. Attach the Copy of Invoice
4. Attach the Photo if required to explain the reason
5. Intimate the Company / Direct Seller about the refund claim



CLAIM ASSESSMENT & ACCEPTANCE

The Customer / Direct Seller should refer to the [terms of service] prior to making the refund request, if the terms of service are violated to any degree whatsoever the company can not be held responsible for the refund.

Upon receiving the refund request, the Company shall verify the authenticity / legitimacy and the nature of the complaint and if the Company is convinced that the complaint / claim is genuine, the Company will proceed with the refund process.

However, in the event of frivolous and baseless complaints regarding the quality service(s), the Company reserves the right to take necessary legal actions against the concerned Direct Sellers / Customers and the concerned Direct Sellers / Customers will be solely liable for all costs incurred by the Company in this regard.

If the service(s) are not fully refundable in nature then it is upon the company's discernment to decide the refund proportion.

Upon acceptance of request / claim, the refund amount will be refunded within 7 Working Days through the online account or via cheque, depending on the current circumstances as determined by the Company.

CONTACT INFORMATION

For any queries regarding the Refund for service(s) please contact us on the following :

Refund Helpline Phone number : 011-47096144

Refund Email : info@sibil.org

Refund Address: A 95/3, 2nd Floor, Wazirpur Industrial Area, Delhi 110052

Refund Form : <https://www.sibil.org/assets/pdf/refund-form.pdf>