

## **TICGL REFUND POLICY**

Thank you for buying our services/ training program. We want to make sure that our clients have a rewarding experience while they are discovering information, assessing, and purchasing our services or training program, whether it may be for online or classroom training program.

As with any online purchase experience, the below are the terms and conditions that govern the **Refund Policy**. When you buy our services or training program package on the TICGL website you agree to our Privacy Policy, Terms of Use and the points below.

### **Cancellation & Refund Policy:**

#### **Services or Training Program**

1. 100% refund will be made in-case of canceling subscription within 24 hours of activation.
2. 50% refund will be made in-case of canceling subscription within 72 hours of activation.
3. If cancellation is done after 72 hours of subscription then no refund will be made.
4. In-case TICGL cancels the subscription within 72 hours, then 100% refund will be made.
5. In-case\ of cancellation and refund, please write email at [ticgl@ticgl.com](mailto:ticgl@ticgl.com)

#### **Classroom Training/Instructor led Training**

TICGL, reserves the right to postpone/cancel an event, or change the location of an event because of insufficient enrollments, instructor illness or force-majeure events.

1. In case TICGL cancels an event, 100% refund will be paid to the delegate.
2. If a delegate 15 days or more does a cancellation, prior to the event, 25% of total paid fee will be deducted and the remaining amount will be refunded back to the delegate.
3. If a delegate 7 days or more does a cancellation, prior to the event, 50% of total paid fee will be deducted and the remaining amount will be refunded back to the delegate.
4. If a cancellation is done by a delegate 7 days or less, prior to the event, no refunds will be made.
5. In case of discounted services or product, no refund will be given at any case.

### **Franchise Program**

1. In case of franchise cancellation by franchisee, no refund will be made
2. In case of cancellation by TICGL, franchise fee will be refunded.
3. If case of major changes by TICGL and franchise does not want to continue, TICGL will not be liable to make any refund.

### **Bulk Purchase Program**

1. Once the packages added to the partner wallet, no refund will be made.

### **Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via same source (original method of payment) within 5 to 7 working days after intimation by the customer.

Note: All refunds will be processed within 7 – 10 days of receipt of the refund request as per policy. If you have any queries, please write at [ticgl@ticgl.com](mailto:ticgl@ticgl.com)

