

# PAYMENTS, REFUNDS AND RESCHEDULE POLICY

**This policy is issued under the brand name “Jenovate”, operated by Jenosphere Digital Learning LLP.**

## **1. Pricing and Payments**

- 1.1 All course fees are payable in full and in advance, unless otherwise expressly agreed in writing by Jenovate.
- 1.2 The learner is solely responsible for all payments made towards course enrolment.
- 1.3 Failure to complete payment shall result in immediate suspension or denial of access to the Platform, learning resources, or sessions.
- 1.4 Jenovate reserves the right to recover outstanding dues through lawful means.
- 1.5 Course prices, offers, and payment structures may be revised by Jenovate at any time and shall apply only to future enrolments.
- 1.6 Payments are processed through third-party payment gateways. Jenovate bears no responsibility for payment failures, delays, reversals, or errors attributable to such third-party service providers.
- 1.7 Payments shall be made only through authorized channels communicated by Jenovate. Jenovate shall not be liable for payments made to unauthorized individuals or platforms.
- 1.8 Only Jenovate is authorized to offer discounts or promotional pricing. Any unauthorized offers shall not be binding on Jenovate.

## **2. Nature of Courses**

- 2.1 Jenovate offers short-term, cohort-based online skill development programs (“Kickstarter Courses & Launchpads”).
- 2.2 These programs are external, optional, and not affiliated with any educational institution, university, or regulatory body.

## **3. Refund Policy**

- 3.1 All payments made towards course enrolment are final and non-refundable.
- 3.2 Any amount paid, including token or partial payments made for seat blocking, onboarding, or reservation purposes, shall not be eligible for refund under any circumstances.
- 3.3 Refunds shall not be granted for reasons including but not limited to change of mind, advice from faculty or peers, non-attendance, schedule conflicts, dissatisfaction with content or mentors, or delays due to holidays or non-working days.
- 3.4 Once onboarding is initiated or access to any session, resource, recording, or platform is provided, the course shall be deemed commenced and no refund shall be permissible.

## **4. Rescheduling Policy**

- 4.1 Rescheduling requests must be submitted in writing via email before the 5th day of the scheduled course month.
- 4.2 Rescheduling after course commencement shall be considered only if less than 20% of the course has been consumed, subject to internal verification.
- 4.3 Approval of rescheduling is entirely at the discretion of Jenovate and is not a matter of right.

## **5. Alternative Resolution**

- 5.1 Where refund is not applicable, Jenovate may, at its sole discretion, offer transfer to a future batch, temporary course pause, or course transfer to another individual (learner responsibility).

5.2 Such alternatives shall not be construed as precedent or entitlement.

## **6. Dispute Redressal**

6.1 All disputes or grievances must be raised only through email to **support@jenovate.in**.

6.2 Jenovate shall attempt amicable resolution. If unresolved, the matter may be escalated to the internal Dispute Redressal Committee, whose decision shall be final and binding.

## **7. Disclaimer & Final Authority**

7.1 Refunds, rescheduling, and alternative resolutions are decided strictly on a case-by-case basis.

7.2 No learner shall have the right to claim parity with another case.

7.3 Any false representation, suppression of facts, or misuse of policy shall result in immediate termination of access without refund.

7.4 Jenovate reserves the right to amend this policy at any time without prior notice.

## **8. Learner Acknowledgement**

By enrolling and making payment, the learner confirms that the program details were understood, this policy was read and accepted, payment was made voluntarily, and no guarantee of outcomes or placements was promised.