

Thank you for buying our courses. We ensure that our users have a rewarding experience while they discover, assess, and purchase our courses, whether it is a classroom Training, instructor-led or self-paced training.

As with any online purchase experience, there are terms and conditions that govern the Refund Policy. When you buy a training course on Caddgild Technologies, you agree to our Privacy Policy, Terms of Use and refund policy.

Our refund policy is as follows:

#### Cancellation & Refunds: Online Training

For Instructor Led Training:

Raise refund request within 3 days of purchase of course. Money back guarantee is void if the participant has accessed more than 25% content of any e-learning course or has attended Online Classrooms/received recordings for more than 1 day.

Also, In case a user downloads the E-Book for the course the money back guarantee will be void. Any refund request beyond 3 days of purchasing the course will not be accepted and no refund will be provided.

#### Cancellation & Refunds: Classroom Training

Caddgild Technologies, 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 (like floods, earthquakes, political instability, etc.)

In case Caddgild Technologies Solutions cancels an event, 100% refund will be paid to the delegate.

If a cancellation is done by a delegate 3 business days (or more) prior to the event, 50% of the total paid fee will be deducted and the remaining amount will be refunded to the delegate.

If a cancellation is done by a delegate within 3 business days (or less) of the event, no refunds will be made.

In case Caddgild Technologies cancels an event, 100% of course fees will be refunded. However travel, logistics or any personal expense incurred by learners/participants will not be refunded.

No refunds or credits will be available for participants who fail to attend both days of the course.

Refund request can be initiated in two ways

A Written request has to be Submitted to the Branch Manager or send a Mail to [Support@caddgild.com](mailto:Support@caddgild.com).

In case item quantity is more than one, please reach out to our support team through our Help & Support section on the website.

Refunds: Duplicate payment

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 10 working days post intimation by the customer.

Caddgild Technologies reserves the right to revise the terms & conditions of this policy without any prior notice.

Note: All refunds will be processed within 10 working days after the refund request is approved by Caddgild Technologies.