

## Refund Policy

Thank you for choosing ITminds.lk as your online education provider. We value your satisfaction and strive to provide you with the best online experience possible. If, for any reason, you are not completely satisfied with your online streams, we are here to help.

**Refunds** In the institution, once you have made a payment, a refunding cannot be done. But in case you have paid extra amount other than the required payment, we are ready to refund.

**Exchanges** If you expect to change the payments made to one online course to another, you are advised to contact us. **Non-Returnable fees** Your registration fee to a course or an advanced payment made for a course is non-returnable. **Previous program payment** You are responsible for the payments made to watch previous programs. **Processing Time** If a refund is to be made it will be processed within 7 business days after we receive your complain. Please note that it may take additional time for the refund to appear in your account, depending on your payment provider.

**Contact Us** If you have any questions or concerns regarding our refund policy, please contact us. We are ready to assist you and ensure your online learning experience with us is enjoyable and hassle-free.