

## **Pricing Policy & Refund Policy**

Thank you for buying our courses. We ensure that our users have a rewarding experience while they discover, assess, and purchase our courses.

As with any online purchase experience, there are terms and conditions that govern the Refund Policy. When you buy a training course on Sunrise Mentors Pvt Ltd. (Coding Ninjas), you agree to our Privacy Policy, Terms of Use and refund policy.

### **Price Range**

At SUNRISE MENTORS PRIVATE LIMITED, we have customised pricing according to the services rendered by us. The details are provided to you beforehand according to the effort, efficiency and the output of the service. Typically, the range of transactions on our website varies from INR 499/- to 3,00,000/-.

### **Schedule of payment**

Some of our services can be utilised for fixed durations. In such cases, it is clearly mentioned within the description of these services. The period of usage in these cases varies from 15 days to 2 years.

### **Price Matching**

At SUNRISE MENTORS PRIVATE LIMITED, we are committed to offering you the best possible prices.

### **Pricing Errors**

We work hard to ensure the accuracy of pricing. Despite our efforts, pricing errors may still occur. If a course's price is higher than the price displayed, we will cancel your order for that item and notify you of the cancellation.

### **Shopping Cart**

Items in your Shopping Cart reflect the current price displayed on the item's product details page. Please note: This price may differ from the price displayed when the item was first placed in your Shopping Cart.

Our service is offered for sale by SUNRISE MENTORS PRIVATE LIMITED for your personal reference and not for resale. Therefore, we reserve the right to refuse to sell to any person who we believe may be purchasing for reselling.

**We have different refund policies for our different offerings. Refunds: For Upskilling Courses**

We provide a 100% refund for our upskilling courses if the request is raised within 7 days of the batch start date. Post 7 days of batch start, fees is not refundable under any circumstances.

To claim a “7-day no question asked” refund, kindly follow the below procedure:

- Drop an email to: [contact@codingninjas.in](mailto:contact@codingninjas.in) with the subject “Online course refund | Registered email id”. (Please do not forget to provide the registered email ID in the subject)
- Give a valid reason for the refund. [for our internal purpose only]
- In the case of combo courses & career tracks, start dates of the complete combo will be considered, not on a course/module basis.
- Ensure that the email is received within five days of the batch start date.
- Refund amount calculation:
  - 100% refund if you have consumed only the first 2 lectures of the course
  - Prorated refund in case you have consumed more than 2 lectures. For eg: if you have watched 10 lectures out of a total of 50 lectures in the course, then 80% of the fees will be refund
- Refund will be processed within 25 working days of receiving the refund email"

**Batch shifting:** The batch can be transferred to the immediate next batch (Same Course) within 10 days of the batch's starting date.

Our Customer Service Specialists are ready to assist you. Simply call 1800-123- 3598 between 11 am and 5 pm from Tuesday to Friday.

**Refunds: Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 25 working days post intimation by the customer. Please Note: will not be liable to pay any interest or any other charges. So no charges/claims of any such nature can be made.

Note: All refunds will be processed within 25 working days after the refund request is approved by Sunrise Mentors Pvt Ltd

## **We have different policies for our different offerings.**

### **Refunds: For Job Bootcamp Course offering**

We provide a 100% refund for our Job Bootcamp courses/offerings if the request is raised within 7 days of the batch start date. Post 7 days of batch start, fee paid is not refundable under any circumstances.

To claim “7-day no question asked” refund, kindly follow the below procedure:

- Drop an email to: [refund@codingninjas.com](mailto:refund@codingninjas.com) with the subject “Job Bootcamp refund | Registered email id”. (Please do not forget to provide the registered email id in the subject)
- Ensure that the email is received within 7 days of batch start.
- Refund amount calculation: You will get a 100% refund if you raise a request within the first 7 days of batch start. For example: if the batch start date is 10th August, then you should raise the request by 16th August by 11:59 PM IST. Request post that won't be eligible for refund claim.
- Refund timelines:
  - In case you paid via a loan:
    - The down payment refund will be processed within 25 working days of receiving the refund email
    - Loan cancellation will be done within 25 working days of receiving the refund email
    - In case one or more of your EMIs get debited while the loan cancellation is being processed, the same shall be refunded to your account within 25 working days post-loan cancellation.
  - In case you made a one-shot payment: Your refund will be processed within 25 working days of receiving the refund email.

**Batch shifting:** Batch can be transferred to the immediate next batch (Same Course), within 7 days of the batch start date.

Our Customer Service Specialists are ready to assist you—simply call 08048811212 (Do not remove the "0") between 10 am to 9 pm from Monday to Saturday.

### **Refunds: Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 25 working days post intimation by the customer. Please Note: will not be liable to pay any interest or any other charges. So no charges/claims of any such nature can be made.

Note: All refunds will be processed within 25 working days after the refund request is approved by Sunrise Mentors Pvt Ltd.

### **Refunds: For TechVarsity offering**

We provide a 100% refund for our TechVarsity courses/offerings if the request is raised within 14 days of the batch start date. Post 14 days of batch start, fee paid is not refundable under any circumstances.

To claim “14-day no question asked” refund, kindly follow the below procedure:

- Drop an email to: [refund@codingninjas.com](mailto:refund@codingninjas.com) with the subject “TechVarsity refund | Registered email id”. (Please do not forget to provide the registered email id in the subject)
- Ensure that the email is received within 14 days of batch start.
- Refund amount calculation: You will get a 100% refund if you raise a request within the first 14 days of batch start(1st Semester of TechVarsity). For example: if the batch start date is 10th August, then you should raise the request by 24th August by 11:59 PM IST. Request post that won't be eligible for refund claim.
- Refund is only applicable on 1st Semester fees and not applicable on subsequent Semester fee payments
- Refund timelines:
  - In case you paid via a loan:
    - The down payment refund will be processed within 25 working days of receiving the refund email
    - Loan cancellation will be done within 25 working days of receiving the refund email
    - In case one or more of your EMIs get debited while the loan cancellation is being processed, the same shall be refunded to your account within 25 working days post-loan cancellation.
  - In case you made a one-shot payment: Your refund will be processed within 25 working days of receiving the refund email.

**Batch shifting:** Batch can be transferred to the immediate next batch (Same Course), within 14 days of the batch start date.

Our Customer Service Specialists are ready to assist you—simply call 08048811212 (Do not remove the "0") between 10 am to 9 pm from Monday to Saturday.

### **Refunds: Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 25 working days post intimation by the customer. Please Note: will not be liable to pay any interest or any other charges. So no charges/claims of any such nature can be made.

Note: All refunds will be processed within 25 working days after the refund request is approved by Sunrise Mentors Pvt Ltd.