

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, whether it may be 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 Mazenet, you agree to our Privacy Policy, Terms of Use and refund policy

Our refund policy is as follows:

Cancellation & Refunds: Online Training For Self Placed Learning:

Raise refund request within 7 days of purchase of course. Money back guarantee is void if the participant has accessed more than 50% content or downloaded the E-Book.

For Instructor Led Training:

Raise refund request within 7 days of commencement of the first batch you are eligible to attend. Money back guarantee is void if the participant has accessed more than 50% content of an e-learning course or has attended Online Classrooms for more than 1 day.

Also, In case user downloads the recording or E-Book for the course the money back guarantee will be void.

Cancellation & Refunds: Classroom Training

Mazenet Solutions, 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 Mazenet Solutions cancels an event, 100% refund will be paid to the delegate.
- If a cancellation is done by a delegate 7 days (or more) prior to the event, 10% 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 7 days (or less) of the event, no refunds will be made.

Refund request can be initiated in two ways

- From my orders section, by clicking on “Initiate Refund” against specific item of an order. This will work when item quantity is one.
- 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 7 to 10 working days post intimation by the customer.

Note: All refunds will be processed within 7-10 working days after the refund request is approved by Mazenet.