



Cheenta - Refund Policy

Hello,

We are glad that you are about to start a relationship with Cheenta. Since 2010, we have grown into a boutique ashram of outstanding mathematics.

You are receiving this document because you are offered admission to a Cheenta Program.

We have a very positive refund policy.

1. Within 1 week of admission, if you wish to withdraw from the course due to dissatisfaction with our offerings, we will start your **[full refund - service fee of ₹1000 (India) or US\$20 (Rest of the World) - Transaction fee if any]** process provided **all four of these activities** are done on your part:
 - a. Attended live full length lecture session for full time (not video recording)
 - b. Attempted the assignments during that period
 - c. Attended at least one 1-on-1 session
 - d. Used the Cheenta Support forum for doubts

Why? There are two reasons:

1. Just as you have invested money in our program, our faculty and admin team invests time in you.
2. Since Cheenta programs are more challenging than usual tutorial

programs, it sometimes takes a little time to get accustomed to it.

3. No refund will be processed for withdrawal due to personal reasons
2. The refund process is usually completed within 8 weeks of the refund request. We will refund the **[full refund - service fee of ₹1000 (India) or US\$20 (Rest of the World) - Transaction fee if any]**, if you begin the refund process within 1 week (see the first point).
3. If a refund request is not placed within the first week, or if such a request is placed **without completing steps 1 a, 1 b, 1 c and 1 d or if the refund request is made due to personal reasons**, then we won't be able to process any refund.

We hope to have a long term relationship with you spanning over several years.

Regards,

Dr. Ashani Dasgupta

Cheenta

Passion for Mathematics