

IAS Mentorship

IAS Mentorship Institute Comprehensive Refund Policy

*Effective Date: * [17th August 2024]

1. Introduction and Overview

Riyasat IAS Mentorship Institute is deeply committed to the academic success and overall satisfaction of our students. We strive to provide an exceptional mentorship experience to all UPSC aspirants. However, we acknowledge that circumstances beyond a student's control may necessitate a reconsideration of their enrolment in our programs. To address such eventualities, this document elaborates on the terms and conditions under which students may be eligible for a refund of the fees paid, subject to the guidelines and stipulations herein.

This Refund Policy, henceforth referred to as "Policy," is a comprehensive and legally binding agreement between the student and Riyasat IAS Mentorship Institute. The Policy delineates the precise conditions under which a refund request may be submitted, the procedural framework for processing such requests, and the specific categories of fees that may or may not be eligible for reimbursement.

2. Fee Payment

- Students need to pay the fee at the time of admission only as mentioned on the website. The modes are available for payment of fee

Note: Fee payment through cheque is not acceptable.

3. Eligibility for Refunds: Criteria and Conditions

The eligibility for refunds is meticulously structured to ensure fairness, transparency, and adherence to institutional protocols. Refund eligibility is contingent upon the following conditions:

1. *Withdrawal Prior to Program Commencement: *

- Students who formally withdraw their enrolment prior to the official commencement date of the individual mentorship program are entitled to a full refund of the fees paid, excluding any non-refundable administrative charges and processing fee (Total Rs. 5000/- only). Refund requests made verbally, over telephones, WhatsApp or Telegram Chat or by fax will not be valid or accepted. Student need to request for such refund only through his/her e-mail filled in the admission form and e-mail at IAS Mentorship official e-mail at contactus@iasmentorship.com

2. *Medical Emergencies Conditions: *

In case of a severe medical health emergencies a student can replace the seat with another student within the first fifteen days from the commencement of the individual mentorship Program. It is mandatory for the student to furnish a medical certificate from a licensed and recognized healthcare professional, substantiating the claim. The institute reserves the right to validate the authenticity of the documentation provided before processing the replacement. The student who replaces the seat should not be present student of IAS Mentorship and will not be offered any back-up sessions or books. The amount equivalent to admission fee and processing fee (Total Rs. 5000/- only) will be charged as replacement processing fee. Replacement requests made verbally, over telephones, WhatsApp or Telegram Chat or by fax will not be valid or accepted. Student need to request for replacement only

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through his/her e-mail filled in the admission form and e-mail at IAS Mentorship official e-mail at contactus@iasmentorship.com

3. Except above two conditions IAS Mentorship has **no refund policy / Replacement Policy**.

*4. Refund Application Procedure: Submission and Processing*

The procedure for applying for a refund is delineated to ensure a streamlined and methodical approach:

1. *Formal Submission of Refund Request: *

- Students seeking a refund must submit a formal written application to the administrative office or via the designated official email address. The refund request should comprehensively detail the student's name, program specifics, reason for withdrawal, and any relevant supporting documents. The institute encourages the submission of a clear and detailed rationale to facilitate a smoother review process.

2. *Processing Timeline and Administrative Review: *

- Upon receipt of the refund application, the request will undergo an administrative review process, which includes verification of the eligibility criteria and assessment of the documentation provided. The processing of refund requests will typically be completed within 45 working days. This time frame is contingent on the completeness and accuracy of the information provided by the student.

3. *Mode of Refund and Confirmation: *

- Refunds will be disbursed using the original payment method utilized during the registration process unless an alternative arrangement is mutually agreed upon by the student and the institute. Once the refund has been processed, a confirmation notification will be sent to the student via email. In instances where there may be delays or complications, the student will be promptly informed, and any corrective measures will be undertaken.

###6. Service Platform:

IAS Mentorship Services will be provided on the IAS Mentorship App. Students can avail these services on their **Mobile or Tablet only supported by 5th generation (5G)** Mobile Communication.

5. Change of Batch:

- The batch once allotted at the time of admission, can be changed (Student with Full fee paid) to other similar fresh batch only for the same target year for which student has taken enrollment. Hence, students are advised to discuss the CSE Target Year, batch commencement dates, and other details with our counselors and accordingly join suitable batches as per the convenience

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- Students enrolled in a particular type of program/courses will not be transferred or shifted to any **other** program/course.

6. Installment: Students have to pay the fee installment within due dates as specified by the management, failing to which student will not be allowed to attend the course.

7. Absenteeism:

Students must attend the mentorship sessions and Test Series/answer writing mock Test regularly in their assigned batches and as per the schedule only. Students will be solely responsible for their absenteeism/ Irregularity from the course. In case of absenteeism, permission to transfer in other batch for the same target year, is subjected to the discretion of management and availability of seats, and it is not mandatory for institute to provide back up for the courses.

8. General Instructions:

- Students are advised to adhere to strict discipline & sincerity within the online premises of IAS Mentorship. If anyone is found contravening any rules like – misbehaving with IAS Mentorship staff, fighting, damaging/Copy IAS Mentorship property or any other illegal activity, IAS Mentorship reserves the **right to debar the student from course and strict legal action will be taken against the student.**
- If there is any change in the syllabus during the course, the institute will make all the possible efforts to cover the revised syllabus. However, it is not

9. Mandatory binding upon the institute.

- Candidate is requested to bring a copy of UPSC Admit Card/DAF of Main for the CSE Main Mentorship Program at discounted fee.
- A photograph for a candidate's identity is compulsory. The name and photograph/video/Testimonials of the candidate may be published in the list of successful students of IAS Mentorship in current or successive year for its promotion and publicity.
- Materials provided by us have **our copyright** and is intended for the use of IAS Mentorship student only.
- Student shall abide by the rules & regulations of the Institute. Any student found contravening any rules may be disallowed from the course without any refund of fees.

10. Online Students Please note:

- The online videos are proprietary content of IAS Mentorship. Any false representation of facts during admission or misuse of proprietary content including downloading and **sharing of this content in the public domain will lead to cancellation of admission and also attract legal action and penalties.**

###11. Any dispute, claim or legal proceeding arising out of or in connection with this agreement shall be subject to the **exclusive jurisdiction** of the **Tis Hazari courts at Delhi.**