

Cancellation & Refund Policy

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CYBER ALLEGIANCE PRIVATE LIMITED believes in providing excellent support to its customers and offers a flexible cancellation policy to accommodate their needs. Under this policy:

- **Cancellations:** Cancellation requests will only be considered if made immediately after placing the order. Once the training course has been accessed or if any course materials have been downloaded, cancellation requests may not be entertained.
- **Non-refundable items:** Cancellations are not applicable for services related to cybersecurity certifications or live sessions that have already started. However, if the service or course material received is found to be defective, a refund or replacement may be considered.
- **Defective or Incomplete Services:** In case of any issues regarding the training materials or if the course experience is disrupted due to technical issues, please contact our Customer Service team within 7 days of purchase. The team will investigate the matter and take appropriate action to resolve the issue.
- **Refund Process:** Refunds will be processed within 3-5 business days after approval. If the training includes live sessions or instructor-led sessions, refunds may not be granted once the sessions have been attended, but we will consider any technical difficulties or other valid concerns raised within 7 days.
- **Warranty and Manufacturer-related Refunds:** For issues related to third-party products or certifications that come with manufacturer warranties, please contact the relevant manufacturer directly.

Thank you for choosing **CYBER ALLEGIANCE PRIVATE LIMITED** for your cybersecurity training. We are committed to ensuring you receive the highest quality of service and support.