



**Bringing the Light of Knowledge to the Hearts and Homes of Women**

## **Refund and Withdrawal Policy from the Year of knowledge (Live/onsite/self paced) Course**

Effective Date: June 1<sup>st</sup> 2024

At Jannah Institute, we understand that circumstances may arise which require students to withdraw from the course. We have established the following policy to address refund requests based on the timing of the withdrawal:

### **1. Full Refund Before Class Start:**

If a student informs us of their decision to withdraw from the course **24 hours before the commencement of the course**, they will be eligible to receive a **full refund** of the course fees paid. The request for a refund must be made in writing (finance@jannahinstitute.org).

### **2. Partial Refund within the First 2 Weeks:**

If a student notifies us within the first two weeks of the class start date, they will be eligible to receive a **25% refund** of the course fees paid. The request for a refund must be made in writing (finance@jannahinstitute.org).

### **3. Non-Refundable After 2 Weeks:**

After the initial two-week period has passed from the class start date, course fees become **non-refundable**. Any requests for withdrawal and refund made after this period will not be eligible for a refund.

Refunds will be processed By JI within 5 working days from the date of receiving the refund request. It may take additional time for the refunded amount to appear in the original payment method used.

Note: This policy is subject to change at the discretion of JI. Any updates or modifications to the policy will be communicated through official channels and will be updated on our website.