

Cancellation & Refund Policy

This policy explains when refunds may be requested, how duplicate or failed payments are handled, and how Instran Edu Seva processes approved refund requests.

Sections

1. Course Cancellation by User
2. Refund Eligibility
3. Non-Refundable Circumstances
4. Duplicate Payment
5. Failed Transactions
6. Refund Process
7. Refund Processing Timeline
8. Mode of Refund
9. Course Cancellation by Instran Edu Seva
10. Technical Issues
11. Promotional Courses
12. Consumer Rights
13. Contact

Website

www.instraneduseva.com

Support

support@instraneduseva.com

1. Course Cancellation by User

A user may submit a refund request within 7 calendar days from the date of purchase, subject to the eligibility conditions below. Submission of a request does not automatically guarantee a refund. Instran Edu Seva will review the request based on course usage, content access and the circumstances of the request.

2. Refund Eligibility

- The request is received within the applicable refund period.
- The learner has not substantially consumed the course.
- Downloadable or restricted proprietary material has not been substantially downloaded or accessed.
- A duplicate payment has been successfully received by Instran Edu Seva.
- Payment was successfully received but the purchased course could not be activated and Instran Edu Seva is unable to resolve the issue within a reasonable period.
- Instran Edu Seva cancels a paid course without providing an appropriate replacement or alternative remedy.

3. Non-Refundable Circumstances

- The applicable refund-request period has expired.
- A substantial portion of the course has already been accessed or consumed.
- A certificate has already been issued.
- The user has downloaded substantial proprietary course material.

- The account was suspended or terminated for fraud, piracy, account sharing or violation of the Terms.
- The user changed their mind after substantial consumption.

- Employment, salary, promotion, business income or another career outcome was not achieved where no such outcome was expressly guaranteed.
- A promotional/free component is unavailable but the principal purchased service has been substantially delivered, except where applicable law requires otherwise.

4. Duplicate Payment

If the same course/order has been charged more than once and Instran Edu Seva has successfully received the duplicate amount, the excess amount will be refunded after verification and reconciliation.

5. Failed Transactions

If your bank account/card/UPI account is debited but Instran Edu Seva has not received successful payment confirmation, the transaction may be automatically reversed by the relevant bank or payment service provider. If the amount remains debited after the applicable banking timeline, contact us with your registered name, registered mobile number/email, transaction/order ID, transaction date, amount and payment reference/UTR where available. Never send your UPI PIN, OTP, card PIN or banking password.

6. Refund Process

To request a refund, contact:

Email: support@instraneduseva.com

Subject: Refund Request - Course Name - Order ID

Please provide your registered details, course name, order/transaction ID, date of payment and reason for the request. Instran Edu Seva may request additional information reasonably necessary to verify the transaction.

7. Refund Processing Timeline

8. Mode of Refund

Refunds will ordinarily be processed to the original payment method used for the transaction. Instran Edu Seva may require additional verification where the original method is unavailable or where required for fraud prevention or legal compliance.

9. Course Cancellation by Instran Edu Seva

- Provide access to an equivalent/replacement course.
- Reschedule the course.
- Provide an appropriate full or proportionate refund, depending on the circumstances and applicable law.

10. Technical Issues

Temporary technical issues, internet connectivity problems on the user's side, device incompatibility inconsistent with disclosed system requirements or short service interruptions do not automatically qualify for a refund. Instran Edu Seva will make reasonable efforts to resolve Platform-related technical issues.

11. Promotional Courses

Courses purchased under special offers, bundles, coupons or promotional campaigns may have additional disclosed conditions. Any such conditions will be communicated as part of the relevant offer and remain subject to applicable law.

12. Consumer Rights

Nothing in this Refund Policy is intended to exclude, restrict or waive any right or remedy that cannot lawfully be excluded under applicable Indian consumer law.

Website: www.instraneduseva.com

Email: support@instraneduseva.com

Phone: 02242383838

Address: 12th Floor Atul First Avenue, Above Kia showroom, Goregaon-Mulund
Link Road, Malad(w).

[Back to Home](#)[Download PDF](#)

Professional online learning from JC Ventures Private Limited, built for practical career growth and industry-ready skills.

Company

[Courses](#)

Support

[FAQ](#)[Contact Support](#)

Legal

[Terms & Conditions](#)[Privacy Policy](#)[Refund Policy](#)

12th floor, First Avenue, Above Kia Motors Showroom, Goregaon - Mulund Link Rd, Malad West, Mumbai, Maharashtra 400064

Registered Office Address

12th floor, First Avenue, Above Kia Motors Showroom, Goregaon - Mulund Link Rd, Malad West, Mumbai, Maharashtra 400064

© 2026 JC Ventures Private Limited. All rights reserved.

support@instraneduseva.com