

Refund Policy - Edumix

Powered by Databox Technologies Private Limited

Effective Date: 14/06/2024

Thank you for choosing the Edumix LMS, provided by Databox Technologies Private Limited.

We value your satisfaction and strive to provide high-quality education services to institutes. This refund policy outlines the terms and conditions for refunds related to the Edumix System. Please read this policy carefully.

1. Refund Eligibility

- The eligibility and timeframe for refunds are determined solely by the management of the institute using the Edumix LMS. Databox Technologies Private Limited does not have authority over refund decisions.
- Refunds are issued for the fees paid to Databox Technologies Private Limited for the Edumix LMS only and Institute retains right to make the final decision

2. Refund Types

- The management of the institute decides whether the full payment will be refunded or not,
- Refunds are processed based on the method of payment:
 - For online payments, refunds are credited back to the original payment method used during the transaction.
 - For payments made in cash to the institute, refunds are issued in cash by the institute.

3. Supporting Documentation

- For online payments, the institute may require supporting documentation, such as payment receipts or transaction details, to verify the refund request.

4. Non-Refundable Items

- Please note that if classes have already been watched by the student, refunds may not be applicable. The eligibility for refunds in such cases is determined by the institute's management.

5. Digital Products and Services

- Databox Technologies Private Limited provides online courses and other services through the Edumix LMS. The institute reserves the right to refund money for these digital products and services and the final decision is taken by the institute.

6. Institute's Refund Decision

- Databox Technologies Private Limited does not make decisions regarding refund eligibility or the approval of refund requests. These decisions are made solely by the management of the institute using the Edumix LMS.

7. Contact Information

- For any refund-related inquiries, please contact the institute's management directly
- Databox Technologies Private Limited is not involved in refund requests or processes.

Please note that this refund policy applies only to payments made to Databox Technologies Private Limited for the Edumix system. Any additional terms and conditions related to refunds or cancellations are at the final decision of the respective institute.

Databox Technologies Private Limited reserves the right to modify or update this refund policy at any time. Please review this policy periodically for any changes.

By using the Edumix System, you acknowledge that you have read, understood, and agreed to the terms and conditions of this refund policy.

If you have any further questions or concerns, please contact us at info@edumix.lk

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