

Refund Policy

TekGen Technical Institute

Effective Date: January 1, 2024

Version: 1.1 (Updated: December 31, 2023)

Summary: This policy outlines the terms for refunds, returns, and course transfers at Tekgen Technical Institute. Please review each section carefully before enrolling or making any payments.

1. General Policy

- Tekgen Technical Institute ensures a fair, transparent refund and transfer policy for all students.
- Applies to all courses—online and in-person—once registration is completed.
- All students should review course details thoroughly before enrolling.
- Policy updates may occur without notice; students should check regularly.
- Any exceptions are solely at Tekgen's discretion.
- Policy ensures accountability and protects both students and the Institute.
- By enrolling, students agree to these terms automatically.
- Any violation may lead to refusal of refund or transfer requests.

2. Cancellations by the Student

- Cancellations must be submitted in writing via email or contact form.
- If done more than 10 working days before course start, partial/full refunds may apply.
- Less than 10 working days: refunds are typically not available.
- Medical or emergency documentation may be required for late cancellations.
- Requests are reviewed case-by-case and must be acknowledged by our team.
- No verbal or informal messages will be accepted.
- Tekgen does not refund due to personal scheduling conflicts.
- All communication should be clear, complete, and properly documented.

3. E-Learning / Online Courses

- Refunds not granted once login details or materials are issued.
- Technical problems on the user's end aren't valid reasons for a refund.
- No refund if the student chooses not to access the online content.
- Online courses are considered consumed once login is shared.
- Compatibility and access should be confirmed before enrollment.
- Exceptions may apply only for verified technical failures on Tekgen's side.
- No transfers permitted between online and physical programs.
- Course content remains accessible for the time stated, even post-refusal.

4. Transfer or Substitution Requests

- Requests allowed at least 7 days before course begins.
- One-time transfer or substitution per registration, based on availability.
- Admin fee may be charged for such changes.
- Substitute must meet course prerequisites for approval.
- All transfer requests must be in writing.
- No-shows after approval will result in forfeiture of seat and fees.
- Transfers not permitted once a course has started.
- Confirmation from Tekgen is required to finalize substitution.

5. Cancellations by Tekgen

- Tekgen may cancel or reschedule courses due to low enrollment or emergencies.
- Students will be offered full refunds or transfers in such cases.
- Notification will be sent in advance via email or phone.
- Tekgen not responsible for student travel, hotel, or related expenses.
- Rescheduled sessions will be prioritized for affected students.
- Every effort will be made to minimize disruption.
- Refunds will be processed promptly for cancelled sessions.
- Tekgen retains the right to revise course schedules when necessary.

6. No Show Policy

- Participants who don't attend without notice are considered no-shows.
- No-shows are not eligible for refunds or rescheduling.
- Repeated absences may affect future course eligibility.
- Documented emergencies may be reviewed for rare exceptions.
- Approval in such cases lies entirely with Tekgen.
- Attendance is mandatory for course completion and certification.
- No-shows cannot claim course completion certificates.
- Notification prior to class is crucial to avoid policy consequences.

7. Refund Request Procedure

- Refunds must be formally requested via email or online form.
- Reason for request and all relevant documents must be attached.
- Acknowledgement sent within 3 working days of receiving request.
- Processing takes 7–14 working days depending on payment mode.
- Refunds are issued via original payment method unless noted otherwise.
- Incomplete requests will be delayed or rejected.

- Tekgen may deny refunds not adhering to the policy.
- Keep proof of transaction to facilitate refund processing.

8. Non-Refundable Timeline

- Refunds not allowed after course start date under normal conditions.
- No partial refunds for missed classes or late arrivals.
- Login shared for online classes means refund ineligible.
- Students should align their schedule before enrolling.
- Requesting a refund too late results in automatic denial.
- Students are responsible for managing their own attendance.
- Tekgen provides sufficient upfront information for informed decision-making.
- Timely enrollment and planning prevent refund issues.

9. Non-Refundable Items

- Registration fees, exam vouchers, and study kits are non-refundable.
- Personalized services like coaching or resume building are excluded from refund.
- One-time consumable items are non-returnable.
- Custom packages or bundled discounts are final-sale items.
- No credit or refund will be issued for these categories.
- Non-refundable items will be clearly mentioned in the invoice.
- Tekgen ensures clarity at purchase stage to avoid confusion.
- Transparency and fairness guide all non-refundable item handling.

10. Late Payment Or Dues

- All course dues must be cleared before starting the course.
- Pending dues may result in seat cancellation without refund.
- Tekgen can impose penalties for repeated late payments.
- No access to course materials or certifications with unpaid fees.
- Payment plans must be approved before registration.
- Students should contact finance team in case of hardship.
- Defaulting may lead to restrictions on future enrollments.
- Prompt and complete payment ensures uninterrupted learning.

11. Corporate Or Group Enrollment

- All course dues must be cleared before starting the course.
- Pending dues may result in seat cancellation without refund.
- Tekgen can impose penalties for repeated late payments.

- No access to course materials or certifications with unpaid fees.
- Payment plans must be approved before registration.
- Students should contact finance team in case of hardship.
- Defaulting may lead to restrictions on future enrollments.
- Prompt and complete payment ensures uninterrupted learning.

12. Force Majeure

- Events like natural disasters, pandemics, or government orders qualify.
- In such cases, Tekgen cannot be held liable for delays or cancellations.
- No refunds offered under force majeure conditions.
- Course delivery may be moved online or rescheduled where possible.
- Students will be informed of developments through official channels.
- Tekgen prioritizes safety and regulatory compliance.
- Disruptions will be handled fairly and transparently.
- Flexibility offered when legally and practically possible.

13. Contact Us

- For any policy questions, email: info@tekgenti.com.
- Call us at (+92) 337-0333300 during working hours.
- Our support team responds within 24–48 business hours.
- Clear subject lines and details speed up response.
- Include student ID or invoice number in all refund requests.
- Polite, professional communication is appreciated.
- We're here to help with clarity, fairness, and respect.
- Visit our office or use our website form for direct contact.