



RETURN / REFUND / CANCELLATION POLICY

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Payments, Credits, and Refunds

When you make a payment, you agree to use a valid payment method. If you aren't happy with your content, Learn Online offers a 7-day refund or credit for most content purchases.

Pricing

The prices of content on LEARN ONLINE are determined based the price of content offered on the Learn Online website/app may not be exactly the same as the price offered on our mobile or TV applications, due mobile platform providers' pricing systems and their policies around implementing sales and promotions.

We occasionally run promotions and sales for our content, during which certain content is available at discounted prices for a set period of time. The price applicable to the content will be the price at the time you complete your purchase of the content (at checkout). Any price offered for particular content may also be different when you are logged into your account from the price available to users who aren't registered or logged in, because some of our promotions are available only to new users.

If you are logged into your account, the listed currency you see is based on your location when you created your account. If you are not logged into your account, the price currency is based on the country where you are located. We do not enable users to see pricing in other currencies.

If you are a student located in a country where use and sales tax, goods and services tax, or value added tax is applicable to consumer sales, we are responsible for collecting and remitting that tax to the proper tax authorities. Depending on your location, the price you see may include such taxes, or tax may be added at checkout.

Payments

You agree to pay the fees for content that you purchase, and you authorize us to charge your debit or credit card or process other means of payment (such as Boletto, SEPA, direct debit, or mobile wallet) for those fees. Learn Online works with payment service providers to offer you the most convenient payment methods in your country and to keep your payment information secure. We may update your payment methods using information provided by our payment service providers. Check out our [Privacy Policy](#) for more details.

When you make a purchase, you agree not to use an invalid or unauthorized payment method. If your payment method fails and you still get access to the content you are enrolling in, you agree to pay us the corresponding fees within thirty (7) days of notification from us. We reserve the right to disable access to any content for which we have not received adequate payment.

Refunds and Refund Credits

If the content you purchased is not what you were expecting, you can request, within 7 days of your purchase of the content, that Learn Online apply a refund to your account. This refund option does not apply to Subscription Plan purchases. We reserve the right to apply your refund as a refund credit or a refund to your original payment method, at our discretion, depending on capabilities of our payment service providers, the platform from which you purchased your content (website, mobile or TV app), and other factors. No refund is due to you if you request it after the 7-day guarantee time limit has passed. However, if the content you previously purchased is disabled for legal or policy reasons, you are entitled to a refund beyond this 7-day limit. Learn Online also reserves the right to refund students beyond the 7-day limit in cases of suspected or confirmed account fraud.

To request a refund, follow the [steps here](#). As detailed in the [Instructor Terms](#), instructors agree that students have the right to receive these refunds.

If we decide to issue refund credits to your account, they will be automatically applied towards your next content purchase on our website/app, but can't be used for purchases in our mobile or TV applications. Refund credits may expire if not used within the specified period and have no cash value, in each case unless otherwise required by applicable law.

At our discretion, if we believe you are abusing our refund policy, such as if you've consumed a significant portion of the content that you want to refund or if you've previously refunded the content, we reserve the right to deny your refund, restrict you from other future refunds, ban your account, and/or restrict all future use of the Services.

Gift and Promotional Codes

Learn Online or our partners may offer gift and promotional codes to students. Certain codes may be redeemed for gift or promotional credits applied to your Learn Online account, which then may be used to purchase eligible content on our platform, subject to the terms included with your codes. Other codes may be directly redeemable for specific content. Gift and promotional credits can't be used for purchases in our mobile or TV applications.

These codes and credits, as well as any promotional value linked to them, may expire if not used within the period specified in your Learn Online account. Gift and promotional codes offered by Learn Online may not be refunded for cash, unless otherwise specified in the terms included with your codes or as required by applicable law. Gift and promotional codes offered by a partner are subject to that partner's refund policies. If you have multiple saved credit amounts, Learn Online may determine which of your credits to apply to your purchase.

FOR ANY QUERY / FEEDBACKS PLEASE WRITE US AT:

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