

## Terms and Conditions

### About Sanketana

Sanketana is an online school for teaching coding, computational thinking and 21st century skills to kids in the age group 6-14 years. Launched in 2020, Sanketana offers live, interactive, online classes on computer science subjects like Scratch coding, App Development, Python programming, Web development. Sanketana offers short term and long term computer programming courses for enhancing learning, creativity, innovation and computational thinking among kids. Sanketana School is based out of Bangalore and has students across India and abroad in countries like USA, Singapore and Dubai.

### Payment Policy

- The pricing would vary as per the product and service chosen by the customer, it is solely the responsibility of the customer to validate and verify before making the payment.
- The general price contemplated in your billing will include the fee of the course plus any relevant tax; such tax is primarily based totally on the bill-to address and the tax rate in effect at the time you buy the course.
- The price for the courses offered by sanketana.com may change at any time, and courses do not provide price protection or refunds in the event of a price reduction or promotional offering.
- The service will be limited to the type of product purchased. Irrespective of the type of product purchased, the fulfilment happens online and customers can view the relevant course/product/service under their profile.
- The payment mechanism on the online platform is processed through a 3rd party using a payment gateway and may be ruled as per the agreement between the financial institute and the consumer. Customers can contact the customer care for an alternate method of payment.
- sanketana.com is not liable for any fraud, unauthorized usage, delay in payment refund, or reduction in refund amount due to this payment gateway.
- It is the customer's ownership to make sure the Tech Requirements are met before making payment of any of the courses.

### Refund Policy

1. The customer can cancel the course subscription due to dissatisfaction from the course within 30 days for which they would have to speak to the customer care and explain the reason for cancellation. NO refund will be provided after 30 Days.
2. If the customer reaches out to cancel the LIVE sessions due to lack of some problem with the trainer, then the trainer would be replaced with other available trainers at that point in time.
3. The refund, if processed will be initiated immediately from sanketana's end, however it might take time for money to be credited to your account as per the processing time of the payment gateway and your bank SLA.
4. Any fees if deducted during the payment/refund processing will be reduced from the refund amount.