

Refund Policy for Service Charges

At Udaan Education Services, customer satisfaction is our top priority. We strive to provide the best possible service, and we understand that there may be circumstances where a refund for a service charge is necessary. Please review our refund policy below:

Eligibility for Refund:

Refunds for service charges will be considered in the following situations:

Service not rendered: If a service you paid for was not provided or was incomplete, you are eligible for a full refund of the service charge.

Service dissatisfaction: If you are not satisfied with the quality of the service provided, we encourage you to contact us within 4 days of the service date to discuss a possible refund or corrective action.

Overcharge or billing error: In the event of an overcharge or billing error, please contact us immediately. We will investigate the issue and, if applicable, issue a refund for the excess amount.

Non-Refundable Circumstances

Change of mind: Refunds will not be granted for change-of-mind cancellations after the service has been completed or if it meets the agreed-upon terms and expectations.

Late cancellation: Cancellations made after the specified cancellation period ([X] hours/days before the scheduled service) are subject to a cancellation fee, and the service charge may not be refundable.

Refund Process

Requesting a Refund: To request a refund, please contact our customer service team at udaaneducation01@gmail.com within 4 days of the service date. Please provide your service

details, the reason for the refund request, and any relevant supporting documentation.

Processing Time: Once your refund request is received and approved, the refund will be processed. After 15 days to 60 business days completion of all engineering counseling processes completed INCLUDING special and spot round counseling. Refunds will be issued using the same method of payment originally used for the purchase.

Partial Refunds: In some cases, partial refunds may be issued if part of the service was completed but did not meet your satisfaction.

Contact Us

If you have any questions regarding our refund policy or would like to request a refund, please contact us at:

Phone: +916306332286, +919026874877, +919807016581

Email: udaaneducation01@gmail.com

Address: M.I.G 62 Barra 3 Kanpur, Uttar Pradesh.

We appreciate your understanding and value your business. Thank you for choosing Udaan Education Services