

REFUND AND DEFERRAL POLICY

Thank you for choosing upGrad, facilitating your access to a world class level of coursework that keeps you on the cutting edge!

This document contains terms on: (i) Refund Policy; (ii) Deferral Policy (Pre-Program Commencement); and (iii) Deferral Policy (Post-Program Commencement) (hereinafter shall jointly referred to as this “**Refund and Deferral Policy**”).

If You do not agree with this Refund and Deferral Policy, please do not proceed with your enrolment by paying the Caution Amount referred to in the offer letter. By paying the Caution Amount, You agree that You have read, understood, and agreed to comply with this Refund and Deferral Policy.

This Refund and Deferral Policy may be changed, modified, supplemented or amended from time to time based at our sole discretion, including but not limited to such amendments needed to provide for a more efficient administration of this Refund and Deferral Policy (“**Amendments**”). We will inform you of any Amendments made to this Refund and Deferral Policy. Your continued use of this platform after the date of the Amendments of this Refund and Deferral Policy means that You have accepted the Amendments made in relation to this Refund and Deferral Policy. Any Amendments made to this Refund and Deferral Policy shall not in itself be grounds or justification for You to request a Refund or Deferral, except where You qualify for such Refund or Deferral in the circumstances stated below.

If You have any queries regarding this Refund and Deferral Policy and/or about our platform, You may contact us through our email mentioned in your offer letter.

This Refund and Deferral Policy is an inseparable part from the terms & conditions of upGrad.

Refund Policy:

1. You can claim a refund for the amount paid towards the Program at any time, before the commencement of the relevant Program (“**Cohort Commencement Date**”), by visiting www.upgrad.com and submitting your refund form via the "My Application" section under your profile. Processing fee of USD500 (Five Hundred United States Dollars) will be levied and a request for refund must be sent via email in the prescribed Refund Request Form. The refund will be processed within 30 (thirty) working days of commencement of the Program after being duly approved by the Academic Committee. If less than USD 400 (Four Hundred United States Dollars) has been paid in total for enrolling in the Program, Learner shall not be eligible for any refund in such a case.
2. Learners shall not be eligible for any refund under any circumstances if any such refund requests are raised post-Cohort Commencement Date. In this circumstance, the Learner shall continue to pay the loan (if applicable) and such loan shall be subject to the terms and conditions under the loan agreement signed by the Learner. This is also applicable for those Learners who could not complete their payment and could not be enrolled in the cohort opted for. However, the Learner can raise a request for Pre-Program deferral as per the policy defined below for the same.
3. Subject to point 3 above, Learner shall not be eligible for refund if the Learner pays fees towards the Program on installment basis and requests refund after the Cohort Commencement Date for any reasons. If the Learner, who opted to pay Program fee in installments request for refund prior to the Cohort Commencement Date, the Learner will be eligible only for the amount of fee which is already paid through the installment for the Program, after levying a processing fee of USD 500 (Five Hundred United States Dollars). In case the Learner does not pay for all the installments towards the Program in full, such Learner shall not be eligible to obtain any documentations such as the certificate, from the Program, and the refund which is requested by the Learner during the Program shall not be accepted.
4. In case of a refund, Learner will be solely responsible for any cancellation of loan, including but not limited to the applicable loan cancellation charges levied on the total canceled loan amount subject to the provisions as stipulated in the loan agreement.
5. Learner must pay the Total Program fee within 7 (seven) calendar days of payment of Caution

Amount or Cohort Commencement Date, whichever is earlier, otherwise the admission in the offer letter will be rescinded and the Caution Amount shall not be refunded.

6. No refund request can be made by the Learner after the Cohort Commencement Date.

Deferral Policy: (Pre-Program Commencement)

1. If a Learner, due to unavoidable circumstances is unable to commence with the cohort and requests for a deferral before the Cohort Commencement Date, we provide the opportunity for the Learner to defer to another batch.
2. However, the Learner will be required to pay 50% of the total Program Fee amount (inclusive of taxes) before the deferral can be approved. Before the above-mentioned payment and the approval are completed, the Learner will still be assumed to be continuing in the same cohort.
3. A Learner can request for deferral only once and to either of the scheduled cohorts which starts in the next 1 (one) year from the batch start date of the initial batch the Learner enrolled for.
4. The Learner has time until the chosen cohort launch date (“**Cohort Launch Date**”) to make the payment of the 50% program fee, in which the deferral request will expire on such Cohort Launch Date. Once the deferral window expires on the Cohort Launch Date, and the Learner asks for a refund for the cohort, the above-mentioned applicable refund policy will apply. For the sake of clarity, Cohort Launch Date is the same as Cohort Commencement Date.
5. The fee applicable to the deferred Learner will be as per prevailing fee for the batch Learner has opted to defer to (No additional deferral fee is required to be paid if the deferral is requested for pre-Program Commencement).

Deferral Policy: (Post-Program Commencement)

1. If a Learner is facing severe issues in dedicating time to the Program, we provide the opportunity for the Learner to defer to another batch.
2. A Learner can request for deferral only once and for such scheduled cohorts which starts in the next 1 (one) year from the batch start date of the initial batch which the Learner had enrolled for.
3. The Learner will be required to pay deferral fees of 10% of the total Program fee + taxes (if any) along with the differential Program fees between the two cohorts (“**Deferral Fees**”).

4. The deferral request will be approved once the Deferral Fees is paid.
5. Up until the completion of the Deferral Fee payment and the approval as mentioned above, the Learner will be assumed to be continuing in the same cohort.
6. The Learner has 7 (seven) calendar days from the date of deferral request to make the payment of the Deferral Fee post which the deferral request shall expire, and the Learner will continue as part of the initial batch which the Learner had enrolled for.
7. If the Learner completes the Deferral Fees payment, the Learner's login will be disabled, the Learner will leave the deferred cohort and the Learner will start learning on the new cohort from the point of the last assignment that was graded in the deferred cohort. All grades and progress till that point will be carried forward as if it belonged to the new cohort only. For clarification, the grades of the graded assignments will be carried forward, although the Learner had submitted these grading during the initial stage.
8. The deferral can also be requested during the batch for which the Learner has enrolled is ongoing. Once the batch is completed, deferral requests shall not be entertained. For clarification, the batch completion here shall mean the "last grace deadline" as communicated by upGrad.