



Refund / Return/ Cancellation Policy for Clovers Safety Services Pvt Ltd

Effective Date: 01/01/2025

At Clovers Safety Services Pvt Ltd , we strive to provide high-quality education and training services through our online education platform, Skill Clovers, as well as our offline classes and corporate training programs. We understand that there may be occasions when you may need to request a refund. This Refund Policy outlines the terms and conditions under which refunds may be requested, including for online courses, offline training, and other services provided by us.

By enrolling in our services, you agree to the terms and conditions set forth in this **Refund Policy**.

1. Eligibility for Refund

You may be eligible for a refund if you meet the following conditions:

You request a refund within 7 days from the date of enrollment or payment.

You have not accessed or consumed the course content (in the case of online courses) beyond a certain extent. If the course has been partially accessed (e.g., viewed content or completed assessments), eligibility for a refund may be impacted.

You have not attended or participated in any offline or live classes beyond the first session (either in a physical classroom or via Zoom/social media platforms).

Refund eligibility for corporate training or health and safety auditing services may vary depending on the terms of the specific contract or agreement signed with the company. Please refer to the individual contract for specific refund terms.

2. Refund Request Process

To request a refund, you must:

Contact Us Within 7 Days: Refund requests must be submitted within 7 days of the initial payment or enrollment date. Any requests after 7 days will not be eligible for a refund.

Provide Necessary Details: Your refund request should include the following information:

Full Name

Email Address used for enrollment

Course Name/Title

Date of Enrollment/Payment

Reason for Refund Request

Submit the Request: Send your refund request to our customer support team at [Insert Email Address] or through our website contact form.

Once we receive your request, our team will process it and confirm whether you meet the criteria for a refund.



3. Refund Processing Time

Once your refund request is approved, the refund will be processed within 7-14 business days. The refund will be issued to the original payment method used for the transaction.

Installment Payments: If you have opted for an installment payment plan, only the amount paid to date will be refunded. Any future installments will be canceled.

Refund Method: Refunds will be issued to the payment method used for the initial transaction. Please note that it may take some additional time for the funds to appear in your account depending on your bank or payment processor.

4. Non-Refundable Services

The following services are non-refundable once provided:

Health and Safety Auditing Services: Once an audit or assessment has been conducted or reports have been issued, no refund will be provided.

Corporate Training: Fees for corporate training programs are non-refundable once the training session has begun or if the customized training has been developed and delivered.

Used Course Materials: Any physical materials provided as part of a course, such as books, tools, or other educational resources, are non-refundable once they have been opened or used.

5. Cancellations by Clovers Safety Services

We reserve the right to cancel any course, class, or service due to unforeseen circumstances such as insufficient enrollment, technical difficulties, or other situations outside our control. In the event that Clovers Safety Services cancels a course, we will offer a full refund to affected students or participants.

In the case of rescheduled classes, we will notify you in advance and offer options for alternative dates. If you are unable to attend the rescheduled session, you will be eligible for a refund.

6. Refunds for Installment Payment Plans

If you have chosen the installment payment plan for online courses or other services, you may still be eligible for a partial refund if you request it within the 7-day window and have not accessed significant portions of the course.

If a refund is granted, you will only receive the amount paid up to that point. Future installments will be canceled, and no further payments will be due.

7. Changes to Refund Policy

We reserve the right to update or modify this Refund Policy at any time without prior notice. Any changes will be posted on our website, and the updated policy will be effective immediately upon posting. Please review this policy periodically to stay informed about our refund terms.



Return Policy (For Physical Products and Course Materials)

In cases where physical products such as training materials, books, or safety equipment are provided as part of the course, returns are subject to the following conditions:

Eligibility for Return: Physical items may only be returned if they are unused and in resalable condition. Items that are opened, damaged, or used cannot be returned.

Return Request: You must submit a return request to us within 7 days from the date of receiving the item.

Return Shipping: If the return is accepted, you will be responsible for the return shipping costs unless the item is defective or damaged upon arrival.

Refund or Replacement: Once the returned item is received and inspected, we will either issue a refund to the original payment method or provide a replacement, depending on your preference and item availability.

Cancellation Policy

1. **Cancellation Rules Cancellation Window:** Students can request a cancellation of their admission within 7 days from the date of admission. **Cancellation Requests:** All requests must be submitted in writing via email to info@cloverssafety.com or at our office. **Required Information:** Students must provide their name, admission ID, and a brief reason for cancellation.

Contact Information

If you have any questions about this refund/return/cancellation policies please contact us at

Clovers Safety Services Pvt Ltd

Email: info@cloverssafety.com

Phone: 98957 51373

Website: www.cloverssafety.com