

## **KAREERMATRIX REFUND & CANCELLATION POLICY**

The user who booked the exam slot by doing payment eligible to cancel the booked seat in exam. To make this process legally correct here are the terms and condition under which the refund will be done to exam taker who is cancelling the booked exam slot.

### **Refund Policy**

A processing fee of ₹100 will be charged for cancellations made 24 hours or more before the booked time slot by exam taker. There will be no refunds for cancellations made within 24 hours of the booked exam slot. Refunds will not be provided for registrants who do not take the test or by any reason do not take the exam in booked time slot. Notice of cancellation must be made via e-mail to [refund@kareermatrix.com](mailto:refund@kareermatrix.com). A cancellation acknowledgement will be sent within 24 Hours and fees refunded within 10 working days, subject to this Refund Policy.

Note that circumstances beyond the control of the assessment organizers may necessitate substitutions, alterations or cancellations of the exam slot. In case of cancellation of exam slot, Kareermatrix will conduct that exam slot with in next 72 hours. Therefore, Kareermatrix reserves the right to alter or modify the exam slot if necessary. Any substitutions or alterations will be updated to every test taker booked in cancelled slot via email as soon as possible.

Where Kareermatrix Pvt Ltd, offers a non-tangible irrevocable services we do not issue refunds once the exam is taken by candidate or missed by candidate for whatever reason.

As an exam taker you are responsible for understanding this refund policy upon booking any exam slot after paying the exam fee. However, we realize that exceptional circumstance can take place with regard to the character of the product or services we provide.

THEREFORE, WE DO HONOR REQUESTS FOR REFUND WHERE THE FOLLOWING REASONS APPLY:

Cancellation to appear in exam slot which has been booked earlier, but before 24 hours of booked exam slot: such as, for example, due to some personal issues, mailing issues you do not receive a delivery e-mail from us;

Irreparable defects or grave difficulties with in the exam session: although all the products and services are thoroughly tested before release, unexpected errors may occur. This reason should be submitted to our Support Team for approval;

Product or services not-as-described: a request based on this reason is satisfied on a case by case basis with Kareermatrix reserving full discretion to make the determination whether a refund is appropriate.

### **CONTACT US**

Please note that our Support Team is ready to provide you with timely and efficient professional assistance. We will attempt to find the best convenient solution for your query. Give us 12-24 hours for our Support Team to get back to you on the problem.

Requests for a refund are accepted before 24 Hours the exam time slot which you have booked. To initiate the refund please send the email to [refund@kareermatrix.com](mailto:refund@kareermatrix.com). You should accompany this request with detailed and grounded reasons why you are applying for a refund. Please make sure your request does not contradict our [Terms of Conditions](#)

You may request assistance by sending email to [sales@Kareermatrix.com](mailto:sales@Kareermatrix.com).

**Payment Policy:**

Exam slot cannot be booked until full payment has been received. Payments not received 24Hours before the booked exam slot will result in no admittance of the person(s) to the exam session. Payment may be made by Check, Visa, MasterCard or American Express with the submission of a completed registration form. A processing fee of ₹100 will be charged for returned checks and the booked slot will be cancelled automatically.