

Cinute Digital Pvt. Ltd. Refund Policy

We understand that circumstances might change, and we aim to be fair and flexible in our refund policy.

1. Full Refund:

- Cancellations made **in advance before the batch start date**: A full refund will be issued, including any applicable fees.

2. Partial Refund:

- Cancellations made **during the demo session (2 demo sessions offered)**: A 50% refund will be issued, excluding any certificate exam booking fees.

3. No Refund:

- Cancellations made **after completion of the demo session**.
- Participants who **fail to attend the course**.
- **Certificate exam booking fees** are non-refundable and non-transferable.

4. Processing Time:

Refunds will be processed **within 15 business days** after receiving your cancellation request.

5. Unforeseen Circumstances:

We understand that unforeseen circumstances may arise. Please contact us, and we will explore options for flexibility on a case-by-case basis.

Additional Notes:

- **Free Change Window**: If you inform us **before reaching 50% completion of the course**, you can change your batch **free of charge**. However, the course must still be completed **within 12 months** from the original event date.
- **Charges for Late Notification**: If you wish to change batches **after reaching 50% completion** or **fail to notify us in advance**, a fee will apply:
 - **Job-oriented courses**: Rs. 10,000
 - **QA Upskilling courses**: Rs. 5,000
- **Payment Requirement**: To process a batch change request, ensure all **previous batch payments are complete**.

We strive to provide a positive learning experience and appreciate your understanding. If you have any questions, please don't hesitate to contact us.

Frequently asked questions.

1. **What are the parameters to be eligible for placement assistance? attendance/fees/interview attended n feedback etc?**

Eligibility for Job Assistance:

To be eligible for our comprehensive Job Assistance services, you must be a graduate of one of our paid masterclass training programs. This ensures you have the foundational skills and knowledge employers seek.

Here's a breakdown of what being eligible entails:

- **Course Completion:** You must have successfully completed the relevant training program at Cinute Digital Pvt. Ltd.
- **Attendance:** Regular attendance throughout the course demonstrates your commitment to learning and career development.(90% and above)
- **Fees:** Full payment of your course fees ensures you have access to all program benefits, including Job Assistance.
- **Interview Participation and Feedback:** Actively participating in mock interviews and providing feedback helps us refine your interview skills and increase your confidence.

2. **How many interview calls or meetings with employers will I get? domestic or international?**

Number of Interviews and Locations:

The number of interview calls you receive depends on several factors, including your skills, experience, industry demand, and overall job market conditions. We strive to connect you with relevant opportunities, but we cannot guarantee a specific number of interviews.

Our Job Assistance focuses on the domestic job market; however, for certain highly specialized roles, international opportunities might arise.

3. **I got placed through a 3rd party, am I also eligible for job assistance? Or will you give some part of my fees back, as I am not using your job assistance program?**

Placement Through Third Party and Fee Refunds:

If you secure a job through a third-party recruiter or platform, you're still eligible for our Job Assistance services. However, due to the nature of our program structure, refunds on course fees are not applicable in such cases.

4. Can I share my job preference to CDPL, so placement officers will put me on priority if my preferred job is available

Job Preferences and Prioritization:

We highly encourage you to share your job preferences with us! Knowing your desired roles and companies allows us to tailor our assistance and potentially connect you with relevant opportunities sooner. However, placement ultimately depends on a two-way fit between your qualifications and the employer's requirements.

5. I have issues with my placement, my employer is not good. Does CDPL take responsibility for this?

Issues with Employer Placement:

While we meticulously research potential employers, we cannot guarantee the work environment or company culture. However, we're here to support you! If you encounter issues with your placement, please don't hesitate to reach out. We'll offer guidance and explore potential solutions to help navigate the situation.