

Refund Policy

- **Eligibility:**
 - Refunds are applicable for webinars and courses purchased directly from Skill Loom.
 - Refund requests must be made within 14 days of purchase.
 - Refunds are available only if less than 25% of the course or webinar has been accessed or attended.
- **Non-Refundable Situations:**
 - Purchases made through third-party partners or affiliates.
 - If more than 25% of the course content or webinar session has been accessed or attended.
 - Promotional or discounted purchases unless otherwise specified.
- **Process:**
 - Submit a refund request by emailing our support team at info@skillloom.in.
 - Include your order number, purchase date, and reason for the refund in your email.
 - Requests are typically reviewed and processed within 7-10 business days.
- **Refund Method:**
 - Refunds will be processed to the original payment method used during the purchase.
 - Depending on your financial institution, it may take 5-10 additional business days for the refund to appear on your statement.
- **Partial Refunds:**
 - Partial refunds may be issued for bundled courses or multi-session webinars if only part of the content is accessed and falls within the refund eligibility criteria.
- **Cancellations:**
 - If a webinar or course is canceled by Skill Loom, participants will receive a full refund or an option to transfer to another course or webinar of equal value.
- **Changes to the Policy:**
 - Skill Loom reserves the right to update this refund policy at any time.
 - Changes will be communicated via email and updated on our website.
- **Contact Information:**
 - For further assistance or questions regarding our refund policy, please contact our support team at info@skillloom.in