



**Branch Office: Bengaluru**

Climber Knowledge and Careers Pvt Ltd,  
Third Floor, Classic Arena Hosur Rd,  
AECS Layout - A Block, Singasandra,  
Bengaluru, Karnataka 560068  
CIN: U93000MH2016PTC273870



## REFUND AND RESCHEDULE POLICY

Thank you for purchasing from MyCaptain

For details on our refund and rescheduling policies, please refer to the information below. Please note that our policies are different for single workshop purchase and pack purchase. Please also note that we treat violations of our Terms of Use very seriously, and we have no obligation to offer refunds to users who violate these or other MyCaptain policies.

### Single Workshop Purchase:

MyCaptain aims to provide a seamless learning experience to the students but if you are not satisfied with workshop quality, kindly contact us at [support@mycaptain.in](mailto:support@mycaptain.in) for the redressal of the issue.

Unfortunately, MyCaptain does not provide refund on single workshop purchases. Workshop(s) can be rescheduled or exchanged for any workshop of equal or lesser value, but will there be no refund.

We issue a 100% refund for our Online Workshops only when we haven't given you access to the Workshop after 60 days of the start of your workshop month. The Company will issue refunds at its sole discretion.

### Pack Purchase:

#### MyCaptain All Access Pack

All Access gives you access to 30+ workshops under a single subscription. Therefore, we do not provide any cancellation or refund either partially or completely All Access pack once purchased.



**Branch Office: Bengaluru**

Climber Knowledge and Careers Pvt Ltd,  
Third Floor, Classic Arena Hosur Rd,  
AECS Layout - A Block, Singasandra,  
Bengaluru, Karnataka 560068  
CIN: U93000MH2016PTC273870



MyCaptain reserves the right to add or remove any workshop(s) under the All Access pack at its sole discretion. Refunds will not be provided for cancellation of any workshop under this Package.

### **MyCaptain Packs**

MyCaptain Writer's Choice Pack, MyCaptain Tech Wizard's Pack, MyCaptain Creators' Pack, MyCaptain Business 101 Pack, MyCaptain Programmers pack are all the packs offered by MyCaptain.

We do not provide any cancellation or refund either partially or completely for any of the packs mentioned above once purchased.

MyCaptain reserves the right to add or remove any workshop(s) under these packs at its sole discretion. Refunds will not be provided for cancellation of any workshop under these packs.

### **Third Party Purchase:**

If you purchased the workshop or pack through a third party vendor, unfortunately, we cannot process your refund. Since we did not process the original payment, we do not have the transaction on file, and cannot initiate a refund for you. You may directly contact the third-party vendor directly to request a refund.

### **Refund on Token Amount**

Unfortunately, we do not provide refunds on token amounts paid to book your seat in any workshop or pack.

If you have paid a token amount for a pack, you can downgrade your pack purchase to a single workshop by paying the balance amount to match the price of that workshop. You may get in contact with us at [support@mycaptain.in](mailto:support@mycaptain.in) for the same.



**Branch Office: Bengaluru**

Climber Knowledge and Careers Pvt Ltd,  
Third Floor, Classic Arena Hosur Rd,  
AECS Layout - A Block, Singasandra,  
Bengaluru, Karnataka 560068  
CIN: U93000MH2016PTC273870



## Rescheduling of Workshops

If you are unavailable to attend the workshop purchased as a single workshop or in pack, in the scheduled month, you can reschedule your workshop anytime before the start of the workshop.

If you wish to reschedule after the commencement of the workshop ( after 1st of the month), you need to request the month change within the first 10 days of the workshop. Kindly reach out to us on our support channel for the same.

MyCaptain reserves the right to refuse the request of rescheduling if:

- a) You have not submitted the request in first 10 days of the start of the workshop
- b) You have completed 60% of the workshop.

MyCaptain will provide only one rescheduling per workshop for single workshop purchases.

MyCaptain will provide one rescheduling per workshop for a maximum of 5 workshops for Pack purchases.

## Contact us

If you have any questions about our Refunds and Reschedule Policy, please contact us:

The request along with the reason has to be made at [support@mycaptain.in](mailto:support@mycaptain.in) with your email ID and Phone number used during registration or by calling on 1800-121-676767.