



# **Refund & Cancellation Policy**

**March 2025**

**Refund & Cancellation Policy**

**Doc Number: RCP**

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## 1. Introduction

CIFA Education Ltd is committed to providing high-quality online financial education courses. We understand that circumstances may change and we have established this refund policy to ensure transparency and fairness for all our students.

## 2. Eligibility for a Refund

We offer a 14-day refund period within this policy from the date of purchase, subject to the following conditions:

- The request must be made in writing via email to our support team at [support@cifaeducation.com](mailto:support@cifaeducation.com).
- The course must not have been accessed or completed.
- The student must not have completed any mock examinations.
- Refunds are not available for courses where a “certificate of achievement” has already been issued.
- Any additional materials, such as downloadable resources, must not have been accessed.

## 3. Refund Process

**To request a refund, students must:**

- Provide their full name, course title, and purchase date.
- Explain the reason for the refund request (optional)
- Submit their request within 14 days of purchase.

**Once a request is received:**

- Our team will review the request within five (5) business days.
- If approved, the refund will be processed within ten (10) business days using the original payment method.
- A confirmation email will be sent once the refund is issued.

## 4. Exceptions to the Refund Policy

Refunds will not be granted in the following cases:

- If the 14-day period has elapsed.
- If a promotional or discounted course was purchased (unless legally required).

CIFA EDUCATION LTD registered at 94-96 Seymour Place, London, W1H 1NB.  
Company Registration Number 14271739. DOC – RCP 2



- If the refund request is due to lack of technical compatibility where the student did not check system requirements before purchase.

## **5. Course Cancellations by CIFA Education Ltd**

In the unlikely event that CIFA Education Ltd cancels a course:

- Students will be offered a full refund or the option to transfer to another course.
- Refunds will be processed within ten (10) business days.

## **6. Contact Information**

For any refund-related queries, please contact us at:

**Email:** [info@cifa.ac](mailto:info@cifa.ac)

**Phone:** +44 (0)1865 655 704

**Postal Address:** CIFA Education Ltd, 94-96 Seymour Place, London, W1H 1NB



## Appendix 1

### Refund / Payment Cancellation Form (Company use only)

| Student Information |                 |
|---------------------|-----------------|
| Student Name:       | Student Number: |
|                     |                 |
| Phone Number:       | Email Address:  |
|                     |                 |

| Request Information  |  |
|--|--|
| Enrolment date: xx Jan 2025<br>Request date: xx Jan 2025<br>Study time:                  | Does the request align with CIFA's Refund Policy?<br>Please Choose |
| Courses enrolled in:<br>Please Choose<br>Please Choose<br>Please Choose<br>Please Choose | Reason for request?<br>Financial Circumstances<br><br>Notes:       |
| First Action taken:  |  |
| Second Action taken (if any):  |  |

Name of person completing form \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_