



# **Refund & Cancellation Policy**

**March 2025**

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



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

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

Signature\_\_\_\_\_Date\_\_\_\_\_