



Refund & Cancellation Policy

March 2025

Refund & Cancellation Policy

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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.
- 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

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 _____