

# Refund and Cancellation Policy

At **The Standard School of Machine Learning (TheSSML)**, we are committed to ensuring transparency and fairness in our refund and cancellation process. Below, we outline the conditions and timelines for requesting and processing refunds.

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## 1. Refund Eligibility

### 1.1 Program Cancellation by TheSSML

- If a program is canceled by TheSSML, a full refund of the paid fees will be issued.

### 1.2 Student-Initiated Withdrawal

Refund requests for student-initiated withdrawals are subject to the following timelines:

- **Up to 7 Days Before Program Start:** Full refund, excluding non-refundable charges (e.g., registration fees).
- **Less Than 7 Days Before Program Start:** 75% of the program fee is refundable.
- **After Program Start (Within the First Week):** 50% of the program fee is refundable.
- **After the First Week:** No refunds will be issued.

## 2. Refund Request Process

### 2.1 Submission of Request

- Refund requests must be submitted in writing via email with the subject line "Refund Request – Program Name."
- Include your full name, enrollment ID, reason for the request, and any supporting documentation.

### 2.2 Acknowledgment of Request

- Upon receipt, TheSSML will acknowledge your request within 2 business days.
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## 3. Refund Timeline

### 3.1 Approved refunds will be processed within the following timelines:

- **Domestic Payments:** Within 10-15 business days after approval.

- **International Payments:** Within 15-20 business days after approval (subject to bank processing times).

**3.2 Refunds will be issued via the original payment method unless otherwise specified.**

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## **4. Non-Refundable Charges**

The following fees are non-refundable under any circumstances:

- Application/Registration fees.
  - Administrative charges.
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## **5. Program Deferrals and Transfers**

### **5.1 Program Deferrals**

- Students wishing to defer their enrollment to a future session must submit a formal request.
- Approved deferrals may incur an administrative charge but do not qualify for a refund.

### **5.2 Program Transfers**

- Transfers to a different program may be considered but are subject to availability and additional fees.