

Fee Policy

Last Updated: November 23, 2024

1. General Principles

1.1 Fee Structure

- All course fees are displayed in Indian Rupees (INR) unless otherwise specified
- Fees are subject to change without prior notice
- Any promotional prices or discounts will be clearly marked
- The final price will be displayed at checkout before payment
- GST and other applicable taxes will be charged as per government regulations

1.2 Payment Methods

We accept the following payment methods:

- Credit Cards
- Debit Cards
- UPI
- Net Banking
- EMI (where available)
- Mobile Wallets

2. Course Fee Categories

2.1 Recorded Courses

- One-time payment for lifetime access

- Pricing based on course content and duration
- Access to course materials as specified in course details
- Additional features (if any) will be mentioned in course description

2.2 Live Courses

- Batch-specific pricing
- Limited-time access as specified in course details
- May include additional features like:
 - Live doubt-solving sessions
 - Interactive workshops
 - Assignment reviews
 - Mentor support

2.3 Enterprise/Bulk Enrollments

- Special pricing available for corporate/institutional clients
- Custom payment terms for bulk enrollments
- Volume-based discounts available
- Separate agreement required for enterprise solutions

3. Payment Terms

3.1 Payment Schedule

- Full payment required before course access
- EMI options available for eligible courses
- Installation payment plans (if available) must be documented in writing

3.2 EMI Terms

- Available on select courses
- Subject to credit card issuer's terms
- Processing fees may apply
- Bank-specific EMI terms and conditions apply

4. Refund Policy

4.1 Recorded Courses

- 100% refund if only first 2 lectures consumed
- Prorated refund based on content consumption
 - Example: If 10 lectures watched out of 100, 90% refund applicable
- Refund request must be made via email to support@varcode.in
- Subject line format: "ONLINE COURSE REFUND | REGISTERED EMAIL ID"

4.2 Live Batches/Courses

- 100% refund within 7 days from batch start date
- No refund after 7-day period
- Refund request must be received within 5 days of batch start
- Example: For batch starting July 15, refund request deadline is July 20, 12:00 AM

4.3 Refund Processing

- 10-20 working days processing time
- Refund will be processed to original payment method

- Bank charges or processing fees may be deducted
- Any promotional offers/discounts will be adjusted in refund amount

5. Late Payment and Access Suspension

5.1 Late Payment Consequences

- Course access may be suspended for payment delays
- Reinstatement subject to clearing outstanding dues
- Late payment fees may apply
- No extension of course duration for payment delays

5.2 Access Restoration

- Immediate restoration upon payment clearance
- No guarantee of missed content recovery
- Support team assistance for catching up on missed sessions

6. Additional Charges

6.1 Optional Services

- Certificate replacement fees
- Extended access fees (if applicable)
- Additional mentor support fees
- Premium features charges

6.2 Tax Implications

- GST and applicable taxes extra
- Tax rates as per government regulations
- Tax certificate provided on request
- International payment taxes borne by student

7. Scholarships and Discounts

7.1 Scholarship Programs

- Merit-based scholarships (if available)
- Need-based financial aid
- Documentation required for verification
- Limited seats under scholarship quota

7.2 Promotional Discounts

- Early bird discounts
- Seasonal promotions
- Referral discounts
- Corporate/Group discounts

8. Payment Security

8.1 Security Measures

- Secure payment gateway integration
- Encrypted transaction processing
- PCI DSS compliant systems

- Regular security audits

8.2 Payment Verification

- Two-factor authentication for payments
- Transaction confirmation via email
- Digital receipt generation
- Payment history availability

9. Fee Disputes

9.1 Dispute Resolution

- All fee disputes must be raised within 30 days
- Written communication required
- Supporting documentation mandatory
- Resolution timeline: 15 working days

9.2 Escalation Process

For fee-related grievances:

1. Email support@varcode.in
2. If unresolved, contact Grievance Officer:

Mr. Abhishek Jagtap

Email: abhishek.jagtap@varcode.in

10. Policy Updates

10.1 Changes to Fee Policy

- Subject to change without prior notice
- Updates will be communicated via email
- Continued use implies acceptance of new terms
- Historic rates honored for existing enrollments

10.2 Communication

All fee-related communications should be directed to:

- Email: support@varcode.in
- Subject line should clearly indicate "FEE QUERY" followed by registered email ID

11. Special Circumstances

11.1 Force Majeure

- Fee adjustments during unforeseen circumstances
- Platform downtime compensation
- Alternative arrangement provisions
- Policy modifications during emergencies

11.2 Medical Emergencies

- Case-by-case consideration
- Medical documentation required
- Course transfer options
- Extended access provisions