

Policies & Terms of Service

At **Manchester Education Private Limited**, we are committed to providing high-quality education services. To ensure clarity and transparency, we have outlined our policies regarding refunds, cancellations, privacy, dispute resolution, and terms of service. By enrolling in our programs, you agree to abide by these policies.

1. Refund & Cancellation Policy

We understand that circumstances may change, and you may need to cancel your enrollment. Please review our refund policy carefully before making a request.

Refund Eligibility

1. **Full Refund within 30 Days**
 - If you cancel your enrollment within 30 days from the date of registration, you are eligible for a full refund, including the registration fee.
 - The refund will be processed within 14 working days and will be transferred only to a valid bank account provided by you.
2. **Partial Refund within 120 Days**
 - If a refund request is made between 31 and 120 days from the date of registration, a refund will be issued excluding the registration fee and with a minimum service charge of Rs. 34,000 retained to cover administrative costs.
 - The refund will be processed within 14 working days and credited to your bank account.
3. **No Refund Beyond 120 Days**
 - After 120 days from the date of registration, no refunds will be provided under any circumstances.

Cancellation Process

- Refund requests must be submitted via email to finance@manchestererc.com with the subject "Refund Request – [Your Full Name]".
- Refunds will only be processed to a valid bank account in the student's name.
- Refunds cannot be issued to third-party accounts, digital wallets, or cash payments.

Processing Time

- All refunds will take a **minimum of 14 working days** to be processed.
 - Delays may occur if additional verification is required.
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2. Terms & Conditions

By accessing and enrolling in our courses, you agree to comply with the following terms and conditions:

General Terms

- Enrollment is personal and cannot be transferred or shared with others.
- Students are responsible for ensuring that they meet the eligibility criteria before registering.
- Course fees and payment terms are subject to change without prior notice.

Payment & Enrollment

- All payments must be made in full before course access is granted.
- If a payment plan is available, failure to meet installment deadlines may result in account suspension..

Modifications & Termination

- We reserve the right to **modify course content, pricing, and policies** as needed.
 - Accounts found violating our policies may be **suspended or terminated** without prior notice.
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3. Privacy Policy

Your privacy is important to us. This policy explains how we handle your personal information.

Information We Collect

- **Personal Information:** Name, email, phone number, address, and payment details.
- **Course Activity Data:** Progress tracking, assessment performance, and interaction logs.
- **Device & Location Data:** To enhance security and optimize user experience.

How We Use Your Information

- To process course registrations and payments.
- To send updates, promotions, and important notifications.
- To analyze student progress and improve course content.

Data Security & Sharing

- Your data is securely stored and is never sold or rented to third parties.
- We may share information with third-party service providers (e.g., payment processors) only when necessary.

For any privacy-related concerns, contact privacy@manchestererc.com.

4. Communication Policy

Official Communication Channels

- **Email is the official communication medium** for all formal interactions, including refund requests, policy clarifications, and administrative inquiries.
 - We are committed to responding to emails within **48 hours** during business days.
 - For immediate assistance, students may contact us via **WhatsApp**, but official requests must be made via email.
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5. Dispute Resolution Policy

We are committed to resolving disputes efficiently and fairly.

Filing a Complaint

- Any disputes or concerns must be submitted via email to support@manchestererc.com.
- Complaints should include full details, relevant documentation, and supporting evidence.

Resolution Process

1. **Acknowledgment** – We will confirm receipt of your complaint within **48 hours**.
2. **Review** – Our internal team will review your case within **7 working days**.
3. **Mediation** – If required, we will initiate a discussion to reach a mutual resolution.
4. **Final Decision** – If a solution cannot be reached, the case may be escalated to arbitration or legal proceedings.

Jurisdiction & Governing Law

- Any legal disputes will be handled under the laws of Sri Lanka.
 - Students agree to resolve disputes through arbitration before pursuing legal action.
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6. Disclaimer

- The courses and services provided by Manchester Education are for educational purposes only.
- We do not guarantee specific learning outcomes, job placements, or career advancements.
- We are not responsible for technical disruptions that may affect course accessibility.
- It is the responsibility of the student to ensure that they meet course requirements before enrollment.

For any further inquiries, contact us at support@manchestererc.com.