



DUNAMIS

MUSIC Pvt Ltd

Cancellation & Refund Policy

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Dunamis Music Private Limited values its learners and strives to maintain a fair and transparent cancellation and refund process.

1. Cancellation Requests

- Cancellations will be considered only if the request is made **within 24 hours of enrolment/payment** for a class, course, or subscription.
- Once classes have commenced or digital access has been provided, cancellation requests will not be entertained.

2. Non-Cancellable Services

- Enrolments for **short-term workshops, trial classes, or special events** are non-cancellable.
- Customized services such as **personalized lesson plans, one-on-one sessions, or tailored curriculum packages** cannot be cancelled once scheduled.

3. Refunds & Replacements

- Refunds may be considered if:
 - The student experiences **technical issues** preventing access to classes, and the issue cannot be resolved by our support team.
 - The quality of teaching/service delivered is demonstrably below the promised standard.
- Requests must be reported to our **Student Support Team within 2 days** of the first class/session.
- Our team will review the complaint and take an appropriate decision.

4. Third-Party Services & Certifications

- For courses that include **third-party learning materials, certifications, or partner platforms**, any issues must be addressed directly with the respective provider.

5. Refund Timeline

- If a refund is approved, it will be processed within **9–15 working days** to the original payment method.

