
Spark Studio Refund Policy W.e.f 20-12-2022

Spark Studio (“Company”) offers a **No-Questions-Asked Refund upto 30 days from the start date of your batch** (“Refund period”), if a student would like to discontinue a course.

Please find details below -

1. Pro-Rata:

- a. You can place a refund request anytime during the course. As per this Policy, the Company shall refund fees, post deduction of statutory taxes such as GST, on prorated basis i.e. refund of fees shall be towards classes pending 24 hours after your request is received i.e. if you have paid for a 12-session course and request for a refund after 8 sessions have passed, then the Company shall be liable to refund the fee amount towards the pending future classes i.e. 4 sessions.
- b. The refund amount (towards the pending classes) is calculated on the pre-tax amount paid
 - Pre-tax amount paid = Amount Paid / 1.18 for Indian users (18% GST)
 - [Pre-tax Amount paid] *less* [(Pre-tax Course Price) *multiplied by* (No. of Utilised Classes) *divided by* the (No. of sessions purchased)]

2. Treatment of Discount:

- a. If any discount was availed at the time of purchase, the amount deducted for utilised classes will be calculated at the full List Price, and not at the Discounted Price, as below -
- b. The refund amount (towards the pending classes) is calculated as
 - [Pre-tax Amount paid] *less* [(Pre-tax List Price for Purchased Course) *multiplied by* (No. of Utilised Classes) *divided by* the (No. of sessions purchased)]
- c. For example, if you received a 10% discount on a 10-session course priced at Rs. 10,000, you would have paid Rs. 9,000 (availed discount = Rs. 1000).
 - Pre-tax amount paid = $9000/1.18 = 7627$ for 10 sessions
 - If you request for a refund after 8 classes have passed, the refund amount that the Company is liable to pay will be
$$= 7627 - (10,000/1.18 \times 8/10)$$
$$= 7627 - (8475 \times 0.8)$$
$$= 7627 - 6780$$
$$= 847$$

3. Mode of Refund and Process:

- a. The refund will be processed through the same mode as your mode of payment (credit card / bank transfer / etc.)
- b. Refunds will be processed no later than 10 business days from receiving your request
- c. Refund requests must be made by emailing hello@sparkstudio.co

4. Exchange:

- a. You may also request to take class credit and adjust the refund amount towards another course.
- b. For an exchange request, you can take the same number of unutilised sessions with another course, as far as the other course is at the same price. For courses which may be at a higher or lower price, the credited number of classes will be adjusted accordingly to give you the same value.

5. After 30 days from the start date of your batch (Refund Period):

- a. We care about your learning experience. In the case that you feel dissatisfied even after the refund period, you may -
 - Change your instructor and complete the same course (we may not be always able to offer it at the same time slot, but we will try to accommodate your preference)
 - Take class credit and adjust the unutilised amount towards another course. (You may hold the credit for upto 6 months, within which time you must commence your other course)
 - Get 50% of the unutilized fee (unutilized fee is calculated pro-rata as refund amount as in 2b above. Only 50% of this amount will be refunded).