

Refund Policy

Returns

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Only Hard copies of Study Materials are returnable

Additional non-returnable items:

Ebooks /Membership/Website subscriptions, Admissions taken for our professional course/s or any other courses which the institute is running for the time being in force (Once admitted and issued with student registration number they are non-refundable/ cancellable)

Downloadable / subscriptions of leaning materials/ software products

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer / our suppliers or super stockists

There are certain situations where only partial refunds are granted: (if applicable)

Books with obvious signs of use

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 5 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 7 days from refund approval mail.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at support@Ictpi.in

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Shipping

To return your product, you should mail your product to our registered address: Institute of chartered Tax Practitioners India, TPI Bhavan 313, 9th Main, 26th Cross, Banashankari Stage II, Bengaluru - 560070 – Karnataka. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over Rs.5000/-, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.