Study360AI.com – Refund and Cancellation Policy

Effective Date: 15 October 2026

IQ360 AI LLP operates Study360AI.com ("Study360"), which provides digital educational content and learning resources for students. Please read this Refund and Cancellation Policy carefully before purchasing a subscription.

1. Digital Subscriptions

Study360 subscriptions provide access to the specific class, subject, and educational content selected at the time of purchase. Subscription access is activated after successful payment verification.

Customers are advised to review the selected class, subject, subscription duration, and price before completing their purchase.

2. Refund Eligibility

Refund requests will be considered in the following circumstances:

- **Duplicate payment:** If the same purchase is charged more than once, the duplicate payment will be refunded after verification.
- **Failed subscription activation:** If payment has been successfully received but the purchased subscription cannot be activated, Study360 will attempt to resolve the issue. If the issue cannot be resolved within a reasonable period, a refund will be provided.
- **Technical problems:** If a significant technical problem attributable to Study360 prevents access to the purchased content and cannot be resolved within a reasonable period, the customer may request a refund. Depending on the circumstances and the period of access already provided, a full or proportionate refund may be offered.
- **Incorrect purchase:** If a customer accidentally purchases the wrong class or subject and raises a request within 3 calendar days of purchase, Study360 will review the request. Where feasible, the subscription may be corrected or changed, subject to any applicable price difference and one time change fee of Rs 200.00. If correction is not feasible, a refund request may be considered based on the circumstances and applicable law.

Once the purchased content has been substantially accessed or used, refunds will generally not be provided solely because the customer no longer wishes to continue using the subscription.

The above conditions do not limit any refund or other remedy available under applicable law, including where the service is deficient, inaccessible due to a problem attributable to Study360, or materially different from what was represented at the time of purchase.

3. How to Request a Refund

To request a refund, contact Study360 at **support@study360ai.in** and provide the following information:

- Registered email address

- Payment or transaction reference number
- Date and amount of payment
- Reason for the refund request

Study360 may request additional information reasonably necessary to verify the transaction and assess the request.

4. Refund Review and Processing

Study360 will review refund requests and communicate its decision within a reasonable period.

Once a refund is approved, Study360 will initiate it through the original payment method wherever possible, within 14 days of approval or within any shorter period required by applicable law.

The time taken for the refunded amount to appear in the customer's account may depend on the payment gateway, bank, or payment provider.

5. Subscription Access After Refund

Where a refund is approved, access to the refunded subscription may be withdrawn. Refunds will be processed only after the relevant transaction and subscription have been verified.

6. Contact and Complaints

For refund requests, payment issues, or other complaints, please contact:

Grievance Officer: Manisha Aggarwal
Designation: Chief Educator
Business Name: IQ360 AI LLP
Website: https://Study360AI.com
Email: support@study360ai.in
Contact: +91 9876435568
Address: D-152, Bollywood Heights-2, Dhakoli, SAS Nagar - 160104

Study360 will acknowledge complaints within 48 hours of receipt and endeavour to resolve them within 10 working days. In all cases, complaints will be redressed within the period required by applicable law.

7. Applicable Law

This policy is subject to applicable Indian laws and does not exclude or restrict any consumer rights that cannot lawfully be excluded or restricted.