

CuriousJr Refund Policy

Overview

At CuriousJr, we are committed to providing exceptional educational experiences while ensuring transparency, fairness, and parent-friendly refund processes. This comprehensive policy outlines all aspects of our refund system, eligibility criteria, procedures, and customer rights.

Refund Eligibility

Refunds address situations where the programme is not a suitable fit for your child at the beginning stages. Once a programme has been substantially utilised (multiple classes completed, extended learning materials accessed, etc.), refund eligibility no longer applies as significant educational value has been delivered. After 15 days, the self-learning material and goodies kit become completely non-refundable.**

Standard Refund Period:

Refund Type	Timeline	Eligibility Criteria	Refund Amount
Standard Refund	15 days from course purchase date OR first class of Master Programme	Request raised within standard period.	100% Full Refund
Extended Refund	Additional 15 days beyond standard period post validation (Total: 30 days)	Must be raised within initial 15-day window for valid circumstances (please refer to detailed policy below)	Subject to case evaluation and company policies
Not Eligible for Refund	Applied beyond 30 days of purchase date OR first class of Master Programme	-	-

Extended Refund Period:

Applied for eligible refund cases raised within 15 days from course purchase date or the first class of the Master Programme

Category	Description	Examples
Personal Circumstances	Situations affecting the child's ability to continue	Medical issues, family emergencies, and schedule conflicts
Curriculum Concerns	Issues with course content or structure	Content not age-appropriate, difficulty level mismatch, curriculum expectations not met
Timing Issues	Schedule problems were not communicated beforehand	Class timing conflicts, unavailability during scheduled sessions

How to Request a Refund:

Step	Action Required	Details
1. Submit Request	Initiate refund through available channels	Phone: 8448828113 (11 AM - 8 PM, Mon-Sun)
		Email: cjr_support@pw.live
		Website: Curious Jr. Helpdesk/Contact Us
2. Documentation	Provide required documents	Payment verification (receipt/screenshot)
		Detailed refund reason
		Bank account details
		Identity confirmation
3. Confirmation	Receive acknowledgment	You'll receive acknowledgment of your request within 24 hours of complaint / request made.
		Unique ticket number

Processing Timeline:

Total timeframe: 12-15 working days

Phase	Duration	Activities
1. Request Review	1-2 working days	- Eligibility verification - Policy compliance check
2. Documentation	1-2 working days	- Form completion - Document verification - Information validation
3. Verification	1-3 working days	- Identity verification - Fraud prevention checks - Account validation
4. Approval & Processing	2-4 working days	- Internal approvals - Finance team review - Payment preparation
5. Payment Transfer	3-4 working days	- Bank transfer initiation - UTR generation - Bank processing

Bank Account Requirements:

For refund processing, we require:

Required Information	Format/Details	Verification Document
Account Holder Name	Full name as per bank records	Must match ID proof
Bank Name & Branch	Complete official name and branch location	As per bank statement
Account Number	Full account number (no partial)	Clearly visible in documents
IFSC Code	Alphanumeric IFSC code	Standard format
Supporting Documentation	Bank statement, passbook, or checkbook copy	All details must be visible and matching

Your Rights and What We Guarantee

Aspect	Policy Statement
Policy Purpose	Designed to ensure fair treatment while maintaining educational quality standards
Security Measures	All refund requests processed securely with comprehensive fraud prevention measures
Service Standards	Maintains highest standards of customer service and data protection
Payment Security	Refunds processed only to original payment source and account holder
Policy Updates	Subject to revision; customers notified of significant changes

You Can Expect:

- Fair and timely processing of all eligible refund requests
- Clear, consistent communication throughout the entire process
- Secure handling of your personal and financial information
- Complete transparency about timelines and requirements

No Hidden Fees

We do not charge any fees for legitimate refund processing.

Frequently Asked Questions

Q: How long does the complete refund process take?

A: The complete process typically takes 12-15 working days from initial request to bank credit, depending on verification requirements and bank processing times.

Q: Can I track my refund status?

A: Yes, you can contact customer service with your ticket number at any time during the process for status updates.

Q: What if my bank details change during processing?

A: Contact customer service immediately with your ticket number to update bank information before the payment processing stage.

Q: Are there any fees for processing refunds?

A: No, we do not charge customers any fees for legitimate refund processing.

Customer Service Hours

11:00 AM to 8:00 PM (Monday-Sunday)

Contact Methods

Phone: 8448828113

Email: cjr_support@pw.live

Website: Curious Jr. Website Helpdesk / Contact Us

When Contacting Us:

Please have ready:

- Your ticket reference number
- Initial payment/course information
- Contact during business hours for fastest response

Important Notes:

Aspect	Policy	Purpose
Payment Destination	Refunds only to shared account information	Fraud prevention and security
Verification Process	Comprehensive identity and account verification	Protect customer accounts from unauthorized access
Data Protection	Highest standards of customer service and data protection	Comply with privacy regulations and build trust
Fraud Prevention	Multi-layer security checks throughout process	Ensure legitimate transactions only

**Please note, The Company reserves the right to change, revise, withdraw, or add to its policies, processes, procedures, or guidance at any time, at its sole discretion. The refund policy also includes cancellation requests for planned payment scenarios as well, if applicable.