

Refund Policy

Thank you for choosing **chemeng.lk** as your online education provider. We are committed to delivering a high-quality learning experience and value your satisfaction. If, for any reason, you are not completely satisfied with your online course or stream, we are here to help.

Refunds

Once payment has been made for a course, **refunds cannot be issued**. However, if you have inadvertently paid more than the required amount, we are happy to process a refund for the overpaid amount.

Exchanges

If you wish to transfer payments made for one online course to another, please contact us directly. We will assist you with the exchange process based on availability and course policies.

Non-Returnable Fees

The registration fee for a course, as well as any advance payments made, are **non-refundable**.

Previous Program Payment

You are responsible for any payments made to access or watch previous programs.

Processing Time

If a refund is approved, it will be processed within **7 business days** after we receive your request. Please note that it may take additional time for the refund to appear in your account, depending on your payment provider's processing times.

Contact Us

If you have any questions or concerns regarding our refund policy or any other matter, please feel free to contact us. We are here to assist you and ensure that your online learning experience with us is enjoyable and hassle-free.