

TERMS AND CONDITIONS

ENLEARN ACADEMY PRIVATE LIMITED

Effective Date: 07 October 2026

Last Updated: 07 October 2026

Welcome to ENLEARN ACADEMY PRIVATE LIMITED.

These Terms and Conditions ("Terms") govern your access to and use of <https://www.enlearnacademy.com/>, our online learning platforms, courses, live classes, recorded classes, study materials, tests, mentoring services, counselling services, webinars and other educational services offered by ENLEARN ACADEMY PRIVATE LIMITED ("Enlearn Academy", "Company", "we", "us" or "our").

By registering on our website, creating an account, purchasing a course, accessing course content or otherwise using our services, you acknowledge that you have read, understood and agreed to these Terms.

If you do not agree with these Terms, you should not purchase or use our services.

1. COMPANY INFORMATION

Legal Name: ENLEARN ACADEMY PRIVATE LIMITED

Website:

<https://www.enlearnacademy.com/>

Official Email:

academyenlearn@gmail.com

Privacy/Grievance Email:

info@enlearnacademy.com

Phone:

+91 9656806702

Registered/Business Address:

Room No. 11, Enlearn Tower

Koyilandy Road, Chungam

Near ICICI Bank, Thamarassery

Kozhikode, Kerala - 673573

India

2. NATURE OF OUR SERVICES

Enlearn Academy provides educational coaching, entrance-examination preparation and academic support services for various national, university-level and state-level examinations.

Our programmes may include preparation for, but are not limited to:

- CUET UG
- CUET PG
- UGC NET
- CSIR NET
- GATE
- IIT JAM
- CAT
- CMAT
- KMAT
- NMAT
- AMU Entrance Examinations
- JMI Entrance Examinations
- CUSAT Entrance Examinations
- NCET
- Other Central University Entrance Examinations
- Other State University Entrance Examinations
- Other National-Level Entrance Examinations
- Other Postgraduate and Undergraduate Entrance Examinations
- Other Eligibility, Aptitude and Competitive Examinations offered by Enlearn Academy from time to time.

Our educational services may include:

- Live online classes;
- Recorded video classes;
- Online courses;
- Study materials;
- Notes;
- Practice questions;
- Mock examinations;
- Previous-year-question discussions;
- Mentoring;
- Academic guidance;
- Doubt-clearing sessions;
- Webinars;
- Orientation programmes;
- Counselling;
- Examination updates; and
- Other related educational services.

The exact examinations, courses, subjects, services, faculty, syllabus coverage and facilities available may differ depending on the programme or package purchased.

Students should review the relevant course description before making payment.

3. ELIGIBILITY

You must be legally capable of entering into an agreement under applicable Indian law to independently purchase our services.

If the student is a minor, the course should be purchased or used with the consent and supervision of a parent or lawful guardian where required by law.

By permitting a minor to use our services, the parent or lawful guardian acknowledges these Terms to the extent applicable under law.

4. ACCOUNT REGISTRATION

Certain services may require you to create an account.

You agree to provide information that is:

- Accurate;
- Complete;
- Current; and
- Not misleading.

You are responsible for keeping your login credentials confidential.

You must immediately inform us if you believe your account has been accessed without authorisation.

5. PERSONAL AND NON-TRANSFERABLE ACCESS

Course access is provided solely to the student or purchaser for whom the account was created.

Unless expressly permitted by Enlearn Academy, you must not:

- Share your account;
- Share passwords;
- Share OTPs;
- Allow another person to use your account;
- Sell course access;
- Transfer course access;
- Rent access;
- Create multiple unauthorised users from one account; or
- Distribute login credentials.

We may use reasonable technical or administrative measures to identify suspected account sharing.

Where we reasonably determine that an account is being shared or misused, we may suspend or restrict access after appropriate review.

6. COURSE FEES, GST AND APP / PLATFORM CHARGES

Course fees will be displayed or communicated at the time of enrolment.

Prices may vary depending on:

- Course;
- Package;
- Duration;
- Promotional offers;
- Scholarships;
- Early-bird offers;
- Special campaigns; or
- Other pricing arrangements.

A price available during one promotional period does not create a right to obtain the same price later.

Once a purchase has been completed, subsequent price reductions do not automatically create a right to receive the difference unless specifically stated otherwise.

GST

Where applicable, Goods and Services Tax (GST) at the prevailing statutory rate, currently 18%, will be charged on taxable coaching, educational or related services provided by Enlearn Academy.

The applicable GST amount will be reflected in the invoice, receipt or payment record.

GST will be handled in accordance with applicable Indian tax laws.

Where a transaction is cancelled or refunded, the GST component will be refunded, adjusted or retained only as permitted or required under applicable tax law.

App / Platform Charge

A 6% App / Platform Charge may be charged in connection with:

- Course access;
- Learning-platform access;
- Digital infrastructure;
- Technology services;
- Payment processing;
- Course administration;
- Application maintenance; and
- Related platform services.

The 6% App / Platform Charge is non-refundable once the student's course, account or platform access has been activated, except where refund of such charge is specifically required under applicable law.

The applicable App / Platform Charge should be disclosed to the customer before completion of payment.

7. PAYMENT

Payments may be made using payment methods made available by Enlearn Academy or its authorised payment providers.

A course enrolment may become active only after successful payment or confirmation of an approved payment arrangement.

You are responsible for ensuring that payment information provided by you is accurate and authorised.

8. FIVE-DAY REFUND POLICY

Enlearn Academy provides a 5-calendar-day refund request period, subject to the conditions stated in these Terms.

A student or purchaser who wishes to cancel a course may submit a refund request within 5 calendar days from the date of successful payment or enrolment.

For example:

If payment is successfully completed on 1 October, the refund request should be submitted no later than 6 October, subject to the terms below.

Any approved voluntary refund will be calculated after taking into account:

- The refundable portion of the course fee;
- Applicable GST treatment under law;
- The 6% non-refundable App / Platform Charge, where platform access has already been activated;
- Any applicable and lawfully disclosed third-party charges; and
- Any statutory rights available to the customer.

Nothing in this policy limits a refund or remedy that cannot legally be excluded.

9. CONDITIONS FOR THE FIVE-DAY REFUND

To qualify under our voluntary 5-day refund policy:

1. The refund request must be submitted within 5 calendar days from the date of successful payment.
2. The request must be sent through our official contact channel.
3. The purchaser may be required to provide:
 - Student name;
 - Registered phone number;
 - Registered email address;
 - Course name;
 - Payment date;
 - Transaction or payment reference;
 - Amount paid; and
 - Reason for requesting cancellation.
4. Enlearn Academy may review course usage and account activity before approving a voluntary refund.
5. Refund eligibility may be restricted where there has been substantial use, consumption, downloading, copying or misuse of digital course content, subject always to rights that cannot legally be excluded.
6. Where platform access has already been activated, the 6% App / Platform Charge will ordinarily remain non-refundable.
7. GST will be handled according to applicable GST laws and tax-adjustment requirements.

10. HOW TO REQUEST A REFUND

Refund requests should be submitted to:

Email: academyenlearn@gmail.com

or through an officially communicated Enlearn Academy support channel.

The request should clearly state:

“Course Refund Request”

and provide the required purchase details.

The date on which the valid request is received by us will generally be used to determine whether the request falls within the 5-day refund period.

11. REFUND CALCULATION

Where a refund is approved under the voluntary 5-day refund policy, the final refund amount will be determined based on:

1. The amount actually paid;
2. The applicable course price;
3. Whether course or platform access has been activated;
4. The applicable 6% App / Platform Charge;
5. Applicable GST;
6. Any lawfully disclosed third-party charges;
7. The date on which the refund request was submitted; and
8. Any statutory consumer rights available.

The 6% App / Platform Charge will ordinarily remain non-refundable after platform access has been activated.

The GST portion will be handled in accordance with applicable GST law.

12. REFUND REQUESTS AFTER FIVE DAYS

Except where otherwise required by applicable law, voluntary refund requests received after the 5-calendar-day refund period will generally not be accepted.

After the refund period expires, dissatisfaction arising from matters such as the following will not automatically create a refund entitlement:

- Change of personal plans;
- Failure to attend classes;
- Failure to watch recorded classes;
- Change of examination preference;
- Change of university preference;
- Lack of preparation;
- Personal schedule conflicts;
- Change of mind;
- Failure to use the course;
- Purchase of another course elsewhere; or

- Inability to continue studies for personal reasons.

Nothing in this section limits any non-waivable statutory consumer right.

13. STATUTORY REFUND RIGHTS

Nothing in our 5-day refund policy is intended to remove or restrict a right that a consumer is entitled to exercise under applicable Indian law.

Where a refund, cancellation or other remedy is legally required because, for example, a service was materially not provided as represented or agreed, the matter will be handled in accordance with applicable law.

14. REFUND PROCESSING

Approved refunds will generally be made using the original payment method where technically and commercially feasible.

Processing time may depend on:

- Bank;
- Payment gateway;
- UPI provider;
- Card network; or
- Other financial intermediary.

After Enlearn Academy initiates an approved refund, the time required for the amount to appear in the customer's account may depend on the relevant payment service provider.

Any refund timelines required by applicable law will prevail.

15. TAXES, APP CHARGES AND THIRD-PARTY CHARGES

All applicable taxes, including GST, will be charged in accordance with Indian law.

Enlearn Academy may charge an App / Platform Charge of 6%, provided such charge is disclosed before payment.

Once course or platform access has been activated, the App / Platform Charge is ordinarily non-refundable.

Payment-gateway, banking or other third-party charges may also be non-refundable where:

- The charge has actually been incurred;
- It was clearly disclosed before payment; and
- Applicable law permits the deduction.

No amount will be deducted where such deduction is prohibited by applicable law.

16. DUPLICATE OR ACCIDENTAL PAYMENT

If the same course fee is accidentally charged more than once for the same student and transaction, please contact us promptly.

After verification, any confirmed duplicate payment will be appropriately refunded or adjusted.

17. FAILED TRANSACTIONS

If money is debited from your bank account but our system shows the payment as unsuccessful, you should:

- Contact your bank or payment provider; and/or
- Contact Enlearn Academy support with the transaction details.

Refunds or reversals for failed payment transactions may also be handled automatically by the relevant payment provider.

18. COURSE ACCESS PERIOD

Course access will be available for the duration communicated in the relevant:

- Course page;
- Brochure;
- Purchase page;
- Offer;
- Admission communication; or
- Enrolment confirmation.

Lifetime access should not be assumed unless explicitly stated in writing.

Access may end when the specified course-validity period expires.

19. COURSE SCHEDULES

Enlearn Academy will make reasonable efforts to follow announced academic schedules.

However, class schedules may change due to circumstances such as:

- Faculty availability;
- Medical emergencies;
- Public holidays;
- Examination notifications;
- University or examination-body announcements;
- Technical issues;
- Internet disruption;
- Platform failure;
- Academic requirements; or
- Other reasonable operational circumstances.

Where practicable, students will be informed about significant schedule changes.

A reasonable rescheduling of a class does not automatically create a right to a refund.

20. FACULTY CHANGES

Enlearn Academy may replace or change faculty members, mentors, coordinators or other academic personnel when reasonably necessary.

A particular faculty member being shown in promotional or course material does not guarantee that the faculty member will deliver every class throughout the entire programme unless expressly promised as a specific contractual feature.

Where possible, suitable academic arrangements will be made.

21. SYLLABUS AND COURSE CONTENT

Course content may be modified, reorganised, expanded, reduced or updated to reflect:

- Revised examination patterns;
- Official syllabus changes;
- Academic priorities;
- New examination notifications;
- Changes in question trends;
- Updated preparation strategies; or
- Other academic considerations.

Such reasonable academic modifications will not ordinarily constitute cancellation of the course.

22. NO GUARANTEE OF EXAMINATION RESULTS

Enlearn Academy provides educational coaching and preparation support.

We do not guarantee:

- Examination qualification;
- A particular score;
- Rank;
- Admission;
- Selection;
- Scholarship;
- University allocation;
- Job placement;
- Interview success; or
- Any particular academic or career outcome.

This applies to all examinations and programmes offered by Enlearn Academy, including but not limited to:

- CUET UG;
- CUET PG;
- UGC NET;
- CSIR NET;

- GATE;
- IIT JAM;
- CAT;
- CMAT;
- KMAT;
- NMAT;
- AMU;
- JMI;
- CUSAT;
- NCET;
- Central University entrance examinations;
- State University entrance examinations; and
- Other competitive, eligibility and entrance examinations.

Results depend on several factors beyond our control, including:

- Student effort;
- Attendance;
- Preparation;
- Examination performance;
- Competition;
- Eligibility requirements;
- Cut-off marks;
- Reservation rules;
- University policies;
- Examination-body decisions; and
- Other external factors.

Promotional references to successful students should not be interpreted as a guarantee that every student will achieve the same result.

23. EXAMINATION AND ADMISSION INFORMATION

We may provide information concerning:

- CUET UG;
- CUET PG;
- UGC NET;
- CSIR NET;
- GATE;
- IIT JAM;
- CAT;
- CMAT;
- KMAT;
- NMAT;
- AMU entrance examinations;
- JMI entrance examinations;

- CUSAT entrance examinations;
- NCET;
- Central University entrances;
- State University entrances;
- Other national and university examinations;
- Applications;
- Eligibility;
- Universities;
- Colleges;
- Syllabi;
- Dates;
- Admission procedures;
- Cut-offs;
- Seats;
- Courses; and
- Career opportunities.

We make reasonable efforts to provide accurate information.

However, examination authorities, universities and government bodies may change information without prior notice.

Students are responsible for verifying important deadlines and eligibility requirements from the relevant official authority.

Enlearn Academy will not be responsible for a student's failure to:

- Submit an application;
- Pay an examination fee;
- Upload documents;
- Select a university;
- Meet eligibility criteria;
- Attend an examination; or
- Complete another official requirement.

24. INTELLECTUAL PROPERTY RIGHTS

Unless otherwise stated, course content made available through Enlearn Academy is owned by or licensed to Enlearn Academy.

Protected materials may include:

- Recorded videos;
- Live-class recordings;
- PDFs;
- Notes;
- Presentations;
- Question banks;
- Tests;

- Mock examinations;
- Graphics;
- Logos;
- Branding;
- Website content;
- Course structures;
- Teaching materials;
- Audio recordings; and
- Other educational materials.

Access to a course does not transfer ownership or intellectual-property rights to the student.

Students receive only a limited, personal, non-transferable right to access materials for their own educational use during the applicable access period.

25. PROHIBITED COPYING AND DISTRIBUTION

Without prior written permission from Enlearn Academy, users must not:

- Download content where downloading is not expressly permitted;
- Screen-record classes;
- Record videos;
- Record audio;
- Screenshot substantial amounts of protected content;
- Copy study materials for redistribution;
- Upload materials to Telegram;
- Upload materials to WhatsApp groups;
- Upload materials to Google Drive for unauthorised distribution;
- Upload materials to YouTube;
- Share paid PDFs;
- Resell course content;
- Publish course videos;
- Distribute login credentials;
- Reproduce content commercially; or
- Circumvent technological access restrictions.

Unauthorised reproduction or distribution may result in suspension or termination and may also lead to legal action where appropriate.

26. LIMITED PERSONAL USE

Materials provided through a paid course are intended solely for the enrolled student's personal educational use unless expressly stated otherwise.

Purchasing a course does not grant permission to reproduce, publish, sell or distribute the materials.

27. USER CONDUCT

Users must not use our website or educational services to:

- Harass faculty or students;
- Threaten others;
- Engage in abusive conduct;
- Post obscene or unlawful material;
- Commit fraud;
- Impersonate another person;
- Disrupt classes;
- Attempt unauthorised system access;
- Spread malware;
- Circumvent security;
- Misuse student information;
- Infringe intellectual-property rights; or
- Engage in conduct prohibited by applicable law.

28. LIVE CLASS CONDUCT

Students attending live classes should:

- Behave respectfully;
- Follow reasonable faculty instructions;
- Avoid disrupting sessions;
- Avoid inappropriate chat messages;
- Avoid unauthorised advertising;
- Protect other students' privacy; and
- Refrain from unauthorised recording.

We may remove a participant from a live class where reasonably necessary to protect the learning environment.

29. RECORDING OF CLASSES

Certain:

- Classes;
- Webinars;
- Orientations;
- Mentoring sessions; or
- Academic events

may be recorded for educational or operational purposes.

Participation may result in your:

- Display name;
- Voice;
- Chat;
- Question; or

- Video

appearing in a recording where applicable.

Processing of such information will be subject to our Privacy Policy and applicable law.

30. TESTIMONIALS AND STUDENT RESULTS

Enlearn Academy may request permission to publish:

- Testimonials;
- Student photographs;
- Videos;
- Examination scores;
- Ranks;
- Admission results; or
- Success stories.

Where consent is legally required, such material will be used with the required consent.

31. THIRD-PARTY PLATFORMS

Our services may depend on third-party technology providers, including services for:

- Video conferencing;
- Learning management;
- Payments;
- Cloud hosting;
- Communication;
- Email;
- Messaging;
- Analytics; and
- Other functions.

Use of a third-party platform may also be subject to that provider's terms and policies.

We do not control all aspects of independent third-party systems.

32. TECHNICAL REQUIREMENTS

Students are responsible for having suitable:

- Internet connectivity;
- Device;
- Browser;
- Audio equipment;
- Software; and
- Technical setup

required to access online courses.

Temporary interruptions caused solely by a student's device, internet connection or local network will not ordinarily create a refund entitlement.

33. PLATFORM INTERRUPTIONS

We endeavour to maintain reliable access to our services but cannot guarantee uninterrupted or error-free operation at all times.

Temporary downtime may occur because of:

- Maintenance;
- Server issues;
- Internet outages;
- Cybersecurity incidents;
- Third-party service outages;
- Updates; or
- Events outside our reasonable control.

Where a material service is unavailable for a substantial period due to matters within our control, we may provide an appropriate remedy depending on the circumstances and applicable law.

34. SUSPENSION OF ACCESS

We may suspend, restrict or terminate an account where we reasonably determine that there has been:

- Account sharing;
- Piracy;
- Fraud;
- Payment abuse;
- Chargeback abuse;
- Harassment;
- Unauthorised copying;
- Security circumvention;
- Serious misconduct;
- Violation of intellectual-property rights; or
- Material breach of these Terms.

Where appropriate, we may give notice or an opportunity to address the issue before termination, unless immediate action is reasonably necessary for security, legal or protective reasons.

35. CHARGEBACKS

Students should contact Enlearn Academy regarding genuine payment disputes before initiating an improper or fraudulent chargeback.

Nothing in this provision prevents a consumer from exercising lawful rights through a bank, payment provider or competent authority.

Fraudulent chargebacks or knowingly false payment disputes may result in account restrictions and other lawful remedies.

36. COMMUNICATION

By providing contact information and enrolling in our services, you acknowledge that we may contact you regarding:

- Your account;
- Classes;
- Payments;
- Course access;
- Academic updates;
- Examination updates;
- Support;
- Security;
- Schedule changes; and
- Other service-related matters.

Marketing communications will be handled in accordance with applicable consent requirements and our Privacy Policy.

37. PRIVACY

Our collection and use of personal data is governed by our Privacy Policy.

Our use of cookies and similar technologies is further described in our Cookie Policy.

These policies should be read together with these Terms.

38. THIRD-PARTY LINKS

Our website or learning material may include links to third-party websites.

We are not responsible for independent third-party content, availability, security or policies except to the extent responsibility cannot legally be excluded.

Users should exercise appropriate caution when accessing third-party websites.

39. DISCLAIMER OF WARRANTIES

Educational services are provided with reasonable care and skill, subject to applicable law.

Except for warranties or rights that cannot legally be excluded, we do not warrant that:

- Every course will satisfy every individual's expectations;
- Services will always be uninterrupted;
- Every piece of information will remain current indefinitely;
- Every student will achieve a particular result; or

- Every third-party platform will remain continuously available.

Nothing in these Terms excludes any mandatory warranty or consumer protection that applies under law.

40. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Enlearn Academy will not be responsible for indirect, incidental, consequential or special losses arising solely from use or inability to use the services where such liability may lawfully be limited.

Nothing in these Terms excludes or limits liability where exclusion or limitation is prohibited by applicable law.

Nothing in these Terms is intended to remove statutory consumer rights.

41. FORCE MAJEURE

Enlearn Academy will not be responsible for delays or failures caused by events beyond our reasonable control, including:

- Natural disasters;
- Floods;
- Fire;
- Epidemics or pandemics;
- Government restrictions;
- War;
- Civil disturbance;
- Major telecommunications failures;
- Major internet outages;
- Power failures;
- Platform-wide third-party outages; or
- Similar circumstances beyond reasonable control.

Where possible, reasonable efforts will be made to restore or reschedule affected services.

42. COMPLAINTS AND GRIEVANCES

For complaints concerning our services, users may contact:

ENLEARN ACADEMY PRIVATE LIMITED

Email: academyenlearn@gmail.com

Privacy/Grievance Email: info@enlearnacademy.com

Phone: +91 9656806702

Address:

Room No. 11, Enlearn Tower

Koyilandy Road, Chungam

Near ICICI Bank, Thamarassery

Kozhikode, Kerala - 673573

India

We will make reasonable efforts to review and resolve valid complaints.

43. GOVERNING LAW

These Terms shall be governed by the laws of India.

Nothing in these Terms limits any consumer's right to approach a competent consumer commission, court, statutory authority or other forum where such right is available under applicable law.

44. JURISDICTION

Subject to mandatory consumer-protection and other applicable laws regarding jurisdiction, disputes relating to these Terms may be subject to the jurisdiction of the competent courts having jurisdiction over Kozhikode, Kerala, India.

This clause does not prevent a consumer from exercising a right to approach another forum where applicable law gives the consumer that right.

45. SEVERABILITY

If any provision of these Terms is found invalid, unlawful or unenforceable, that provision will be applied or modified to the maximum extent permitted by law.

The remaining provisions will continue in effect.

46. NO WAIVER

Failure by Enlearn Academy to enforce a provision on one occasion does not necessarily constitute a permanent waiver of that provision or any other right.

47. CHANGES TO THESE TERMS

We may update these Terms when reasonably necessary because of:

- Changes to our services;
- Changes in law;
- Regulatory requirements;
- Technology changes;
- Security requirements; or
- Operational changes.

The latest version will be published on our website with an updated "Last Updated" date.

Where a material change legally requires specific notice or renewed consent, we will take appropriate steps.

48. ENTIRE AGREEMENT

These Terms, together with the applicable:

- Course description;
- Refund terms;
- Privacy Policy;
- Cookie Policy; and
- Other expressly incorporated policies,

constitute the terms governing the relevant service, subject to applicable law.

Specific written terms disclosed for a particular course or promotion may also apply.

49. CONSUMER RIGHTS

Nothing in these Terms is intended to:

- Mislead a consumer;
- Waive a right that cannot legally be waived;
- Prevent a lawful complaint;
- Prevent access to a consumer commission;
- Exclude liability where exclusion is prohibited; or
- Override mandatory consumer-protection law.

If a provision conflicts with a mandatory requirement of applicable law, the mandatory legal requirement will prevail.

50. CONTACT INFORMATION

For questions regarding these Terms and Conditions, contact:

ENLEARN ACADEMY PRIVATE LIMITED

Website: <https://www.enlearnacademy.com/>

Email: academyenlearn@gmail.com

Privacy/Grievance Email: info@enlearnacademy.com

Phone: +91 9656806702

Registered/Business Address:

Room No. 11, Enlearn Tower

Koyilandy Road, Chungam

Near ICICI Bank, Thamarassery

Kozhikode, Kerala - 673573

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