



Payments & Refunds

PURPOSE: This policy governs the refunds process and will address matters arising out of situations that may require processing of refunds.

SCOPE: The policy encompasses employees, Organizations, and candidates that are in the ecosystem of requesting and/or processing refunds.

This policy does not cover situations where refunds are not approved or authorized by Movidu management.

A. Microsoft Examination:

Scope: The fees that we charge from the organization is only for providing Microsoft certification vouchers.

B. FEES

There are two components to Microsoft Exam fees:

- Microsoft certification vouchers
- Online Training for Microsoft Exam.

C. Refund/Return policy for Microsoft Exam, online Training for Microsoft Exam

Fees once paid for certification vouchers, training programs, online courses is non-refundable. Refund/Return can only be initiated in some special cases and must be requested within 7 days from the date of purchase. Such refunds will be processed after deduction of necessary taxes, handling charges, out of pocket and administrative expenses.

Refunds/Returns are at the sole discretion of Movidu only.

Products provided and/or sold by Movidu, resellers or otherwise affiliated parties are subject to the return policy of the product owned by the respective third party.

D. CANCELLATION POLICY FOR MICROSOFT EXAM VOUCHERS.

Orders placed online through Movidu website once processed cannot be cancelled.