

Northern Quality Institute
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Refund Policy

Application of Refund Policy

This policy applies to all courses and programs offered by Northern Quality Institute (NQI). Refunds will only be considered under the specific circumstances outlined below.

Eligibility for Refund

- Course Cancellation by NQI: In the event that NQI cancels a course or program for any reason, students will receive a full refund of any fees paid.
- Non-Delivery of Service: If NQI fails to deliver the course or program as agreed upon and does not provide a suitable alternative, a full refund will be considered.

Refund Procedure

To initiate a refund request, students must submit a written request to NQI administration at info@northernqualityinstitute.co.za.

This request must include:

- Your name and course details
- Reason for the refund request
- Any supporting documentation, if applicable

NQI will review refund requests within 5 business days and inform the student of the outcome.

Refund Processing

Approved refunds will be processed within 30 business days to the original payment method.

Please note that any third party transaction fees incurred during the initial payment will be deducted from the refund amount.

Additional Terms

- Refunds will not be granted to students who do not attend the course, or who fail to inform NQI of their absence.
- All refund requests must be submitted within 7 business days from the course start date.
- NQI reserves the right to deny refunds if the request is not in line with the policy criteria or if proper procedures are not followed.

For further inquiries or clarification, please contact us at:

Email: info@northernqualityinstitute.co.za

Phone: 010 825 0179

