



MakeMyCareer.AI Strict No-Refund Policy

This policy outlines the strict conditions under which refunds may or may not be granted for the **one-time payment** required to access the MakeMyCareer.AI platform, operated by **Wings2Aspirations Startup India Pvt Ltd**.

1. Clear No-Refund Statement

All payments made to MakeMyCareer.AI for access to the Service are final and strictly non-refundable.

By completing your one-time payment, you acknowledge and agree that **Wings2Aspirations Startup India Pvt Ltd** is under no obligation to issue a refund under any circumstance, except for the specific, limited exceptions detailed in Section 4 below.

2. Rationale for the Policy

Our Service utilizes advanced, high-cost **AI technology (Azure OpenAI)** to generate personalized and comprehensive career guidance reports and facilitate interactive counseling sessions. The payment is required **before** onboarding to ensure:

- **Resource Allocation:** To immediately cover the substantial computational and licensing costs associated with generating your initial, personalized career report and activating the interactive AI counselor.
- **Preventing System Abuse:** To prevent casual or non-serious users from accessing and consuming expensive AI resources without genuine commitment to the service.

3. Value Provided (Non-Refundable Deliverables)

Your one-time payment grants you immediate access to, and consumption of, the following core features and deliverables, which constitute the full value provided by the Service:

- **AI-Generated Personalized Career Recommendation Report:** A comprehensive, multi-page report based on your academic and personality inputs.
- **Activation of the Chat with AI Counselor:** Instant, sustained access to the interactive AI for guidance and query resolution.
- **Full Access to University & Scholarship Search Tools:** Unrestricted use of our curated, unbiased database.
- **User Account Onboarding:** Allocation of dedicated server space and resources necessary to maintain your data and personalized journey.

4. Limited Refund Exception Cases (Our Fault Only)

Refunds will only be considered for the following, narrowly defined circumstances:

| Exception | Condition | Refund Process |
|-------------------------|--|---|
| A. Total Service | A confirmed technical error on the Company's part that prevents you from accessing any part of the paid service within | You must submit an exception request within 48 hours of payment, and we must confirm the |
| B. Duplicate | You are charged twice for the same service due to a banking or payment gateway error. | We will process a full refund for the second, duplicate transaction only. |

5. Scenarios Where NO REFUND Will Be Granted

Under no circumstances will a refund be issued for reasons related to user dissatisfaction, change of plans, or subjective outcomes, as the core service value (AI resource usage) has already been consumed. These scenarios include, but are not limited to:

- **Change of Mind:** Deciding you no longer need the service or wish to pursue a different educational path after payment.
- **Subjective Dissatisfaction:** Not liking or agreeing with the **AI-generated career recommendations** or the responses from the AI counselor.
- **Information Availability:** Discovering that some information (e.g., university details) can be found elsewhere for free.
- **Inaccurate Input Data:** Providing inaccurate or incomplete information to the AI, which leads to unsatisfactory recommendations.

- **Unused Access:** Failing to log in or utilize the service after making the payment.
- **Service Completion:** Completing the full career journey but being unhappy with the final result or outcome.

6. How to Request an Exception Refund

If you believe your situation meets one of the specific exceptions listed in Section 4:

1. Send an email to our support team at the address listed below.
2. The subject line **MUST** be: **REFUND EXCEPTION REQUEST - [Your Registered Email]**.
3. In the email body, provide the following details:
 - Full Name:
 - Date and Time of Payment:
 - Transaction ID/Reference Number:
 - Detailed explanation of the specific technical failure or duplicate charge claimed.

7. Refund Processing Time

If an exception refund is approved, the refund amount will be processed back to the original method of payment within **7 to 14 business days** from the date of approval. Note that your bank or financial institution may take additional time to credit the amount to your account.

8. Contact Information

For all refund requests and payment concerns, please contact our support team:

Support@MakeMyCareer.AI