

Global Nexus Institute Ltd

At Global Nexus Institute Ltd, we value transparency and student satisfaction. This Refund Policy outlines the conditions under which refunds may be issued for courses, training programs, or related educational services offered by the Institute.

1. Eligibility for Refunds

A student may be eligible for a refund under the following conditions:

- The course or program is cancelled by the Institute
- The student withdraws before the **official start date**
- The student withdraws within a limited grace period after the course begins (as defined below)

2. Refund Timeline

- **Before Course Start:** A full refund will be issued (minus any administrative fees) if a student cancels their enrollment at least **3 business days before** the course start date.
- **Within 7 Days of Course Start:** A **50% refund** will be granted if the student withdraws within the first 7 calendar days of the course.
After 7 Days of Course Start: No refunds will be issued, except in exceptional cases such as documented medical emergencies or unforeseen circumstances beyond the student's control.

3. Non-Refundable Items

The following are not eligible for refunds:

- Digital materials and downloadable content once accessed
- Courses that have been 25% or more completed
- Promotional or discounted programs

4. How to Request a Refund

To request a refund, students must:

- Submit a written request via email to **info@globalnexus.co.rw**
- Include the student's full name, course title, date of enrollment, and reason for the refund
- Attach any supporting documents if the refund is for medical or emergency reasons

All refund requests will be reviewed and responded to within **7 business days**.

5. Processing of Refunds

- Approved refunds will be processed through the original method of payment
- Refunds may take up to **10 business days** to reflect in the student's account, depending on the payment provider

6. Special Circumstances

The Institute reserves the right to make refund exceptions in special circumstances, such as program delays or system errors on our side. These will be handled on a case-by-case basis.

7. Institutional Right

Global Nexus Institute Ltd reserves the right to revise this Refund Policy at any time. Any updates will be published on our official platforms and communicated to registered students.

Contact Us

For all refund-related questions or to submit a request, contact:

Global Nexus Institute Ltd

Email: info@globalnexus.co.rw

Phone: +250787406140

07/13/2025

Theoneste NDAYISENGA



END