



International Institute Wellness & Aesthetic Medicine

REFUND POLICY

1. Please note that the Payment Gateway is a secured portal which is provided by EGHL, an online payment gateway company registered in Malaysia.
2. The website is <https://www.iiwam.ac>. The site uses a secure portal with a digital certificate to protect your financial transactions and your data.
3. The Learner has the right to withdraw and cancel his / her course and request for a refund.
4. The Institute has the right to impose a cancellation fee and / or refuse the refund based on the terms and conditions stated herein.
5. Learners must email and notify the Course Director if they are cancelling their Program with the following details.

EMAIL ADDRESS	<ul style="list-style-type: none"> • edu@iiwam.ac
NOTICE PERIOD	<ul style="list-style-type: none"> • 1-month before the scheduled commencement date.
CONTENTS	<ul style="list-style-type: none"> • Learner Details - Full Name, Batch & ID Number. • Reason for cancellation and refund. • Payment and bank details • Any substantiating documents / evidence for cancellation.

6. The Institute shall calculate the refund amount, based on the notice period (cancellation), and inform the Learner via email within 1-week after receiving the Learner's email.
7. The Institute shall proceed with the refund once the Learner has agreed to the calculated refund amount and returned all the materials, including the original letter of offer, student ID, logbook, and any other materials received from the Institute.
8. The refund amount is based on the final monetary sum received by the Institute, including the Registration Fee.
9. Any bank charges incurred during the refund, such as telegraphic transfer, shall also be borne by the Learner.
10. The refund process may take about 30-days or longer depending on the country and respective banking activities.
11. Table below shows the refund amount.

Notice Period (Cancellation)	Refund Amount
2-weeks in advance (or earlier) before commencement date	80% (Eighty)
After accessing / downloading from the Online Library	50% (Fifty)
After accessing / downloading the Online Library and attended Introductory class	30% (Thirty)
After accessing / downloading the Online Library and attended 2 classes	NO refund

END OF REFUND POLICY

- Please refer to the Academy Handbook for more details.
- Version 0222/010222

