

Refund Policy

1. Refunds and Dispute's

This website/store sells digital goods/services hence there will be no refund policy applicable. By mistake if failure happens in the delivery of the content then please get in touch with us at info.skillnook@gmail.com

Please note that, payments are non-refundable and there are no refund or credits for partially used periods. Also, we are not responsible for mistakes from your end such as placing order with wrong/inactive/fake email ID, which will result in email bounce or other possible error. In such cases we are not liable, and no refund will be provided.

If required, we will need proof of transaction that our system will send to your registered mail ID and only afterwards we will proceed with the product delivery or problem resolution.

P.S. : Please mention the purpose/topic/reason in the subject line of your email else it won't be entertained. Also, unnecessary spamming on our contact details won't be entertained.

2. Return Policy for Handmade Products

- Products that are eligible for return, can be returned within 5 days of receiving it.
- Not all products are eligible for returns, especially those which are on Sale. So please check which products are eligible for returns before purchasing.
- Currently we do not arrange return pickup. You must return the product yourself through a reliable courier service.
- In the unlikely event that your product arrives damaged, please email us a photo of the damaged product at the email id provided, within 48 hours of receiving your order. Please ensure that you pack your item with all the original packaging in the same way as it was delivered and that all the original tags and postcards are included. We will initiate the refund or exchange, after we receive the item(s) and it has gone through the necessary quality checks.

- In future we may offer a return pick service and you will be informed about the updated return policy at that time.
- Our courier always attempts to deliver the products on or before the promised time. However, we will not be liable for any unexpected delays which are out of our hand.
- In case of refund for damaged products, you will receive the amount back to the same payment mode that you used to place this order – this will take time to reflect in your account as governed by your bank's policies.
- All returns are subject to the discretion of Skillnook. Please feel free to reach out to us for more information.

3. Cancellation Policy

Once the payment is made, Skillnook is not responsible or liable for any refunds for workshops, classes or other purchases on the Service.

4. Limitation of liability

We or any other skillnook party or any third-party will not be liable to you, for any special, punitive, incidental, indirect or consequential damages of any kind, or any other damage whatsoever, including personal, physical, monetary or digital loss, arising out of or in connection with the use our service or use of any web site or social media platform linked to us.

Neither we, nor any other skillnook party, shall be liable in any way for any class or other third-party goods and services offered through the service or for assistance in conducting commercial transactions with other users of the site, including without limitation any transaction between a student and teacher.

5. Disclaimer and Warranty Policy

You understand and agree that the service and all materials included therein are provided on an “as is” and “as available” basis without warranty of any kind and that we bear no responsibility for the timeliness, deletion, mis-delivery or failure to store any user communications or personalization settings. The service could include technical or other mistakes, inaccuracies or typographical errors. We may

make changes to the service and any of the content or features including the prices and access rules for any functionality, at any time without notice. The content included on the service may be out of date, and we make no commitment to update such content.

While using our service, you may have the opportunities to engage in commercial transactions with other users and vendors, students or teachers. You acknowledge that all transactions relating to any class or products offered by any party (including, payment terms, warranties, guarantees, maintenance and delivery terms), are agreed to solely between the seller and you. We make no warranty regarding any transactions executed through, or in connection with the service, and you understand and agree that such transactions are conducted entirely at your own risk. Any warranty that is provided in connection with any class, products, services, materials, or information available on or through the service from a third party is provided solely by such third party, and not by us or any other of our affiliates.

The Classes offered on Skillnook are offered directly by the instructors/teachers. Skillnook is not responsible or liable for any information on its Service listings or profiles. Skillnook is not responsible for any changes made to a class by the teacher. Content available through the service or presented at any class represents the opinions and judgments of an information provider (or instructor), user, or other person is not connected with us. We do not endorse, nor are we responsible for the accuracy or reliability of, any opinion, advice, or statement made by anyone other than an authorized skillnook spokesperson speaking in his/her official capacity.

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In no event will we be liable for any loss or damage arising due to the use of our website and social media platforms. You may find links to other websites but we have no control over the nature, content and availability of those sites. The

inclusion of any links does not necessarily imply a recommendation or endorsement by us.

You understand and agree that temporary interruptions of the Service may occur as normal events. We take no responsibility for delays and disruption, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

For any other questions or clarifications, please reach out to us on info.skillnook@gmail.com

Thank You!