

Refund Policy

Thank you for choosing Lanka Online School for your education. We value your satisfaction and strive to provide you with the best online educational experience possible. If, for any reason, you are not completely satisfied with your study course, we are here to help.

Refunds

If for some valid reason a refund is due, we will initiate a refund to your original method of payment. Please note that the student has to bear the bank charges incurred in respect of the Transfer of funds if the currency involved is US\$. If fees are paid in excess of the amount due, in a particular month, the excess will be retained and credited to your fees account to be utilised the following month.

If a refund is to be made in SR Rupees, amount will be credited to a SR Rupee account in Sri Lanka.

Contact Us

If you have any questions or concerns regarding our refund policy or any related matter, please contact 0765576713 or mciferlando@gmail.com. We are here to assist you and ensure your educational experience with us is enjoyable and hassle-free.

Privacy Policy

At Lanka Online School, we are committed to protecting the privacy and security of our customers' personal information. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit or join our on-line classes via our website. By using our website, you consent to the practices described in this policy.

Information We Collect

When you visit our website, we may collect certain information about you, including:

- Personal identification information (such as your name, email address, and phone number) provided voluntarily by you during the registration process.
- Payment and billing information necessary to process your fees, including credit card details, which are securely handled by trusted third-party payment processors.
- Browsing information, such as your IP address, browser type, and device information, collected automatically using cookies and similar technologies.

Use of Information

We may use the collected information for the following purposes:

- To process and schedule your classes.
- To communicate with you regarding your classes, provide student support, and respond to inquiries or requests.
- To improve our website, products, and services based on your feedback and browsing patterns.
- To detect and prevent fraud, unauthorized activities, and abuse of our website.

Information Sharing

We respect your privacy and do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following circumstances:

- **Trusted service providers:** We may share your information with third-party service providers who assist us in operating our website, processing payments, and delivering products. These providers are contractually obligated to handle your data securely and confidentially.
- **Legal requirements:** We may disclose your information if required to do so by law or in response to valid legal requests or orders.

Data Security

We implement industry-standard security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your browsing experience, analyze website traffic, and gather information about your preferences and interactions with our website. You have the option to disable cookies through your browser settings, but this may limit certain features and functionality of our website.

Changes to the Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with a revised "last updated" date. We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your information.

Contact Us

If you have any questions, concerns, or requests regarding our Privacy Policy or the handling of your personal information, please contact us using the information provided on our website.

Terms & Conditions

Welcome to Lanka OnLine School. These Terms and Conditions govern your use of our website and the subscription of courses from our platform. By accessing and using our website, you agree to comply with these terms. Please read them carefully before proceeding with any transactions.

Use of the Website

- a. You are responsible for maintaining the confidentiality of your account information, including your username and password.
- b. You agree to provide accurate and current information during the registration process.
- c. You may not use our website for any unlawful or unauthorised purposes.

Product Information and Pricing

- a. We strive to provide accurate course descriptions, images, and pricing information. However, we do not guarantee the accuracy or completeness of such information.
- b. Fees are subject to change without notice. Any promotions or discounts are valid for a limited time and may be subject to additional terms and conditions.

Orders and Payments

- a. By registering on our website, you are making an offer to enroll to a selected course.
- b. We reserve the right to refuse or cancel any enrolment for any reason, including but not limited to course availability, errors in pricing or course information, or suspected fraudulent activity.
- c. You agree to provide valid and up-to-date payment information and authorize us to charge the total course amount, on a monthly basis including applicable taxes and fees, to your chosen payment method.
- d. We use trusted third-party payment processors to handle your payment information securely. We do not store or have access to your full payment details.

Delivery of Course Material

- a. We will make reasonable efforts to ensure timely and efficient online delivery of your relevant course material.
- b. Class times will be scheduled with mutual agreement between Lanka Online School and the student. Class schedule can be adjusted according to availability of time slots with the approval of Lanka Online School.

Refunds

- a. Our Refund Policy governs the process and conditions for seeking refunds. Please refer to the policy provided on our website for more information.

Intellectual Property

- a. All content and materials on our website, including but not limited to text, images, logos, and graphics, are protected by intellectual property rights and are the property of Lanka Online School or its licensors.
- b. You may not use, reproduce, distribute, or modify any content from our website without our prior written consent.

Limitation of Liability

- a. In no event shall Lanka Online School, its partners, employees, or affiliates be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with your use of our website or the purchase and use of our products.
- b. We make no warranties or representations, express or implied, regarding the quality, accuracy, or suitability of the courses offered on our website.

Amendments and Termination

We reserve the right to modify, update, or terminate these Terms and Conditions at any time without prior notice. It is your responsibility to review these terms periodically for any changes.

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