

# Refund & Cancellation

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Company: Syloedge Technologies Private Limited

Website: [www.sylo.in](http://www.sylo.in)

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The SYLO applications and websites (including the SYLO Parent App, SYLO Trainer App, SYLO Society/School Dashboard, and the SYLO website – [www.sylo.in](http://www.sylo.in)) are hereinafter collectively referred to as the “Platform.”

The Platform is operated by Syloedge Technologies Private Limited.

Throughout these Terms, the words “Company,” “SYLO,” “we,” “us,” and “our” refer to Syloedge Technologies Private Limited.

At SYLO, we aim to make extracurricular learning smooth, transparent, and fair for all parents, students, and communities. This Refund & Cancellation Policy explains how payments, cancellations, make-up classes, and refunds are handled for all SYLO programs.

## 1. Accepted Payment Methods

SYLO accepts the following secure payment methods:

- UPI (Google Pay, PhonePe, Paytm etc.)
- Credit/Debit Cards (Visa, Mastercard, RuPay)
- Net Banking
- Wallet Payments (if supported by the payment gateway)

All transactions are processed through trusted, encrypted payment gateways. SYLO **never stores any card numbers, CVV, or banking credentials.**

## 2. Program Fees

Fees vary depending on the activity, frequency, and society/school.

Program fees typically include:

- Trainer instruction & operational cost
- Society/school venue usage
- Curriculum & administration
- Session material (where applicable)

Any additional requirements (such as art kits, robotics materials, books, or uniforms) will be communicated in advance.

## 3. Payment Schedule

### 3.1 Monthly Programs

- Fees must be paid **before or on the first class of the billing cycle.**
- Students may lose their seats if payment is delayed.
- Non-payment beyond **7 days** may result in temporary suspension of classes.

### 3.2 Workshops, Camps & One-Time Events

- Full payment is required at the time of registration.
- Seats are confirmed **only upon successful payment**.

## 4. Cancellation Policy (By Parents)

### 4.1 Monthly Programs

- **Cancellation before the billing cycle starts:**  
✓ Partial Refund (Rs 1000/- deducted)
- **Cancellation after the billing cycle begins:**  
✗ No refund for remaining classes  
(Trainer time and batch planning are already allocated)

You may request discontinuation for the **next month** by informing SYLO at least **7 days prior** to renewal.

### 4.2 Workshops, Events & Short-Term Programs

- **7+ days before event:** Full refund
- **3–6 days before event:** 50% refund
- **Less than 48 hours before event:** No refund
- **No-show:** No refund

## 5. Missed Classes (By Student)

SYLO provides **limited make-up classes**, subject to trainer availability and batch capacity.

- Missed classes for personal reasons (travel, illness, exams, family functions)  
✗ Not eligible for refund  
✓ Eligible for *one* make-up class per month (where feasible)
- Make-up classes must be taken **within the same billing cycle**.

SYLO does not guarantee make-up sessions for long absences or repeated misses.

## 6. Class Cancellations (By SYLO)

If SYLO or the trainer cancels a class:

- A **make-up class** will be arranged
- If a make-up is not possible, a **pro-rated refund or credit** will be provided

If a program is discontinued due to insufficient enrollment or operational constraints:

- Parents will receive a **full refund** for unused classes

## 7. Special Circumstances

We understand that emergencies happen. SYLO may consider partial refunds or credits in cases such as:

- Verified medical emergencies
- Long-term illness
- Relocation to another city

- Other exceptional scenarios

These cases will be evaluated individually.

## 8. Refund Process

When a refund is approved:

- Refunds are processed within **5–7 business days**
- Refunds will be issued using the **same payment method** used during purchase
- For card payments, it may take **5–10 business days** to reflect on your statement
- For UPI/netbanking, refunds will be credited to the same account

SYLO is not responsible for delays caused by external banking partners.

## 9. Non-Refundable Scenarios

Refunds will **not** be offered for:

- Classes missed due to personal reasons
- Refusal to join after trainer or timing changes
- Unavailability of society clubhouse/facility (make-up classes will be arranged)
- Student behaviour issues leading to suspension
- Failure to inform discontinuation before the new billing cycle
- Incorrect payment information entered by the user

## 10. Quality & Safety Assurance

SYLO ensures:

- Verified and trained instructors
- Replacement trainers when required
- Monitoring of class quality
- Transparency with parents
- Safety guidelines at society/school venues

Refunds are not issued for dissatisfaction unless SYLO cancels the program.

## 11. Contact Information

For any questions related to payments, cancellations, or refunds, reach us at:

Mail: [hello@sylo.in](mailto:hello@sylo.in)

Website: [www.sylo.in](http://www.sylo.in)

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