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**Conditions that apply for the 7 Day Money Back Guarantee:**

- The claim to get refunded has to be submitted by email to [wowacademics.web@gmail.com](mailto:wowacademics.web@gmail.com) within 5 calendar days after your purchase.
- The Email for requesting refund should be the same as the email ID registered with us. It should mention the account number to which the amount should be transferred.
- The money will be refunded in full to the account number you have sent us.
- The refund is not Applicable to Mock exam services.
- Wow Academics does not provide partial reimbursements for any part of the service.
- You can only claim the money back if you haven't consumed more than 10% of the video course.
- Let us know what the reason for your refund is. In this way, we will know what we could improve in the future.

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**Conditions that apply for the Pass Assurance:**

- The name of the student who bought our product has to be the same as the one, who took the exam. Please scan (make a photo of) the result and send to us via email - [wowacademics.web@gmail.com](mailto:wowacademics.web@gmail.com)
  - The paper the student purchased the product for is the same as the one he/she failed.
  - The student has used at least 60% of the Wow Academics video course.
  - Pass Assurance is not applicable to the Mock exam services.
  - The access to the specific package will be prolonged for another 100 days only.
  - If the student has already had an extension based on a failed exam, he/she can be eligible to get another extension at 50% discount for the same course.
  - If Wow Academics stops providing services for a specific topic, Pass Assurance will not be eligible anymore.
  - Wow Academics may withdraw the Pass Assurance at any time in its sole discretion. Any such withdrawal shall not affect students who have purchased any video course at the date of such withdrawal. Such students shall continue to be eligible for the 5 Day Money Back Guarantee and Pass Assurance.
  - If you have breached, or are in breach of any of the Terms and Conditions, you will not be eligible for the Pass Assurance.
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