

Refund and Cancellation Policy

When and how Edly returns money

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Refund and Cancellation Policy

This policy forms part of the Public Offer. It applies to paid Courses and bundles. It does not limit consumer rights that cannot be waived under Uzbek law.

1. Quick summary

Situation	What you get
You change your mind within 7 calendar days of payment and have completed no more than 20% of the Course	Full refund of the amount actually paid
You change your mind after 7 days or after more than 20% completed	No refund of the Price, unless clause 3 applies. We may offer a credit for another Course at our discretion
The Course was not delivered, you cannot access it for reasons on our side, or it is materially different from its description	Fix the problem within 5 working days, otherwise full or proportional refund
We withdraw the Course or end the Platform	Refund of the unused part of the Price (see Public Offer 7.3)
Duplicate or erroneous payment	Full refund of the duplicate
Payment was made by someone without authority (fraud, stolen card)	Full refund after verification
Minor's purchase made without a Parent	Cancelled and refunded
Your account is closed by us for serious breach	No refund for the period after the breach

2. How to ask

2.1 Write to info@edly.uz or use the in-app request, with your name, the payment reference and the reason. A Parent should request for a Minor.

2.2 We acknowledge within 2 working days and decide within 5 working days. We may ask for information, such as proof of payment.

3. Defective or misdescribed Courses

A Course is defective if it is not provided, major parts are missing or unusable, lessons are materially inaccurate in a way that defeats its stated purpose, or advertised features (live sessions, reviews, certificate) are not provided. In that case you may ask for repair, replacement or a proportional refund. Changes in the third-party tools the Course teaches do not by themselves make it defective, but we will update the Course within a reasonable time.

4. How the refund is paid

4.1 To the original payment method through the Payment Provider within 10 working days after approval. The time for funds to appear depends on your bank.

4.2 The refund amount is the amount you actually paid. Discounts are not refunded as cash. Payment-provider fees that the provider does not return are not deducted from the refund.

4.3 Refunds in cash or to a different person's account are not made unless required by law and verified.

5. Effects of a refund

Access ends immediately; any Certificate for that Course is revoked; referral rewards and ambassador commissions linked to the purchase are cancelled; the Mentor's royalty for that sale is reversed under the licence agreement.

6. Chargebacks and disputes

If you dispute a payment with your bank before contacting us, the Payment Provider may freeze funds and we may suspend Access until the dispute is resolved. Please contact us first; we resolve most cases within 5 working days.

7. Instalments

If you paid by instalments through a bank or Payment Provider, refunds are processed through them and may follow their own schedule.

8. Contact and escalation

If you disagree with our decision you may use the Complaints Procedure, then apply to the consumer-protection authority or the court.