

Refund and Cancellation Policy

Last updated: 29 October 2026

Build India Group (BIG) aims to handle registrations and payments fairly and transparently.

1. Programme Registrations

Cancellation and refund requests for paid programmes or events will be considered according to the specific conditions communicated at the time of registration. Where no special conditions are stated, please contact BIG as early as possible.

2. Digital Publications

Fees for digital publications are generally non-refundable once the publication has been successfully delivered or made available for download. However, we will review requests involving duplicate payments, failed transactions for which a payment was debited, or a file that cannot be accessed or is defective.

3. Refund Requests

Please email info@buildindiagroup.org, quoting your name, registered email address, payment date, amount and transaction reference. Do not include your UPI PIN, password or OTP.

4. Processing Refunds

After verifying an eligible request, BIG will initiate the refund through the original payment method or another appropriate method, as applicable. The time taken for the amount to appear in your account may depend on the bank or payment provider.

5. Contact

For payment, cancellation or refund queries, contact info@buildindiagroup.org.

Nothing in this policy limits any consumer rights available under applicable Indian law.