



The fees once paid on NAL Knowledge Hub through cheque, cash, demand draft or online transfer shall not be refunded in any circumstances whatsoever.

1. Fees once paid through the payment gateway (online transfer) shall only be refunded in the following circumstance:

- Multiple times debiting of Candidate Card/Bank Account due to technical error
- Candidate's account being debited with excess amount in a single transaction

2. In above circumstances, the amount paid by Candidate shall be refunded excluding convenience charges. The Candidate will have to make an application for refund along with the transaction number and original payment receipt if any generated at the time of making payments.

3. The application should be sent to support_nkh@nal.co.in

4. The application will be processed manually and after verification, only if the claim is found valid, the amount received in will be refunded back to the same source from which NAL has received the payment excluding the convenience charges by NAL Academy Ltd through electronic mode in favour of the applicant and confirmation sent to the mailing address given in the online registration form, within a period of 7-10 working days on receipt of such claim.

In case of any queries, please write to support_nkh@nal.co.in