

Refund & Cancellation Policy

AgentCroww

Operated by Rookus Ventures LLP.

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AgentCroww is a platform operated by Rookus. This Refund & Cancellation Policy explains how refunds, cancellations, commission holds, payout reversals and related settlement adjustments work for purchases made through the platform.

1. General rule

Because the platform facilitates digital course listings, online training programs, cohorts, mentorship, placement-oriented programs and similar services, refund eligibility depends on the specific offer shown on the course page, checkout page, or order confirmation at the time of purchase. The seller or course creator must disclose the applicable refund terms clearly before purchase and the user should not be required to guess the refund position after payment has been made.

2. Course-specific refund terms

Every course or program listing must clearly state the refund model that applies to it. The platform may allow different refund structures for different listings, provided the applicable structure is disclosed in advance and displayed with enough clarity for the buyer to review before completing the order.

- no refund;
- limited refund;
- 7-day money-back guarantee;
- 14-day money-back guarantee;
- custom conditional refund model as disclosed on the listing.

If a listing states that a money-back guarantee is available, the customer may request a refund only within the stated window and only if the stated conditions are met. If a listing does not state that refunds are available, the default position may be no refund, subject to mandatory law, payment processor rules, or a written exception approved by the platform in its discretion.

3. When refunds may be allowed

Refunds may be approved where the request is made within the applicable refund window, the offer expressly permits the refund, the customer has not breached the course or platform terms and the request is not fraudulent, abusive, or inconsistent with the listing terms.

- the request is submitted within the applicable refund period;
- the course page or checkout page expressly states that refunds are available;
- the customer has not completed enough of the course, assessment, certificate path, or live program to make a refund unfair or inconsistent with the terms;

- the request is not part of a pattern of self-purchase, fake enrollment, chargeback abuse, or commission farming;
- there is no other contractual or legal reason to deny the request.

4. When refunds may be denied

Refunds may be denied if the refund window has expired, if the course has already been substantially accessed or consumed, if the customer has completed a certificate, assessment, project, or a substantial part of the program, if the request is abusive or fraudulent, if the buyer has violated the platform rules, or if the specific course terms exclude refunds.

- the refund window has expired;
- the course, cohort, live program, or digital material has been substantially accessed or consumed;
- the buyer has already used substantial support, mentorship, live sessions, certificate access, or downloadable resources;
- the customer has completed a certificate, test, assignment, placement workflow, or major portion of the program;
- there is evidence of abuse, fraud, fake-account activity, chargeback manipulation, or self-purchase to generate commission;
- the refund request conflicts with the seller terms, listing terms, or platform policy.

5. Commission and payout treatment

Seller commissions are provisional until the refund window closes. This is the core mechanism that prevents commission abuse and refund gaming. During the pending period, the seller may see the amount in the dashboard as "Pending Balance" or an equivalent label, but the amount should not be freely withdrawable until the refund window has expired and the transaction is no longer exposed to refund reversal.

- the seller may see the amount in the dashboard as Pending Balance, Settlement Pending, or another clearly described non-withdrawable status;
- the amount may not be withdrawn until the refund window ends and the platform marks the order as eligible for payout;
- if a valid refund is issued, the corresponding seller commission will not become payable;
- if any amount has already been paid out, we may deduct it from future payouts, hold future settlements, or recover it through set-off under the seller agreement, subject to applicable law and the seller contract;
- if a chargeback, reversal, or dispute is raised by the payment processor or bank, the associated payout may also be reversed, held, or recovered to the extent permitted by law and contract;
- once the applicable refund window has expired and the transaction is no longer eligible for refund or reversal, the amount will be released from pending status to the seller's wallet as a withdrawable balance, subject to platform policies and any applicable adjustments, holds, or dispute-related restrictions.

6. Platform fee treatment

Any platform fee, service fee, transaction fee, or commission handling charge must be disclosed on the course page, seller agreement, checkout screen, or other relevant purchase disclosure. Where a refund is approved, the treatment of the platform fee will follow the terms disclosed at purchase, the payment processor rules and applicable law. If the fee is non-refundable, that must be stated clearly before the purchase is completed.

7. Refund processing time

Once a refund is approved, we will process it within a reasonable time, usually within [5-10] business days, subject to the payment method used, the bank involved, the payment gateway and any verification or reconciliation steps required to prevent fraud or double-refunds. Some payment methods may take longer depending on the external provider.

8. Taxes and statutory charges

Taxes collected at checkout, including any applicable indirect tax, will be handled according to applicable law and payment processor rules. If any amount is refundable, the refunded amount will be determined in accordance with the tax treatment applicable to the transaction and the refund status of the underlying service. If any amount is non-refundable or separately allocated, that should be clearly disclosed before purchase.

9. Cancellation by the platform or seller

If we or the seller cancel an order before access is delivered, the customer will generally receive a refund of the eligible amount paid, subject to applicable law, the payment method used and any non-refundable amounts clearly disclosed in advance. If a service has already started, partial access may affect the refund amount according to the listing terms and the stage of delivery.

10. Abuse prevention, commission farming and refund manipulation

We may suspend payouts, hold balances, delay settlement, reject refund-eligible commissions, terminate accounts, or take other reasonable measures if we reasonably suspect abuse, fraudulent returns, multiple-account misuse, fake referrals, repeated self-purchase, refund gaming, or commission farming. We may also request additional information, identity confirmation, or transaction evidence before approving a refund or releasing a payout.

11. Contact for refund requests

For refund or cancellation requests, disputes, or order-specific questions, contact us using the details below:

- Refund email: team@agentcroww.com
- Support phone / WhatsApp: 8955276269
- Business address: 43, New Colony Jhotwara Jaipur, Rajasthan 302012

12. Policy priority and updates

Where a specific listing, checkout page, seller agreement, or signed contract gives the buyer or seller a different and more specific term, that more specific term should govern to the extent

permitted by law. We may amend this policy from time to time and any update will be posted with a revised effective date.