

TERMS AND CONDITIONS OF USE

eGuruzy® | Counseling Shortcuts™

A unified policy of eGuruzy Learning Shortcuts Private Limited, applicable across all Platforms listed in Annexure A.

Last Updated: 2nd October, 2026

These Terms and Conditions of Use (“Terms”) govern access to and use of all websites, web applications, mobile applications and digital platforms owned, operated or designated by eGuruzy Learning Shortcuts Private Limited under its brands “eGuruzy” and “Counseling Shortcuts” (each a “Platform”, and collectively the “Platforms”), a current list of which is set out in Annexure A and which the Company may update from time to time in accordance with Clause 17.

By accessing, browsing, registering on, or using any Platform, or by availing any product, course, assessment, counselling or admission-support service offered through a Platform (collectively, “Services”), the person so accessing or using the Platform (“User”, “Client”, “you”) agrees to be bound by these Terms. If you do not agree to these Terms, you must not access or use any Platform or Service.

Where Services are availed under a separate, signed service agreement with the Company (including a Student/Client Services Agreement), these Terms apply in addition to, and shall be read harmoniously with, that agreement; in the event of any direct conflict between these Terms and such a signed agreement specific to a Client, the signed agreement shall prevail for that Client to the extent of the conflict.

1. DEFINITIONS

- “Company”, “we”, “us”, “our” means eGuruzy Learning Shortcuts Private Limited, a company incorporated under the Companies Act, 2013 (CIN: U80903UP2022PTC173928; PAN: AAHCE3373Q; GSTIN: 09AAHCE3373Q1ZY; UDYAM Registration No. (UDYAM-UP-09-0049467), recognized as a Startup under the Startup India Initiative (DPIIT Recognition No. DIPP133382) and ISO 9001:2015 certified (Certificate No. UQ-2526201398), having its Registered Office at 2nd Floor, Plot No. A-100, A Block, Sector 58, Noida, Gautam Buddha Nagar, Uttar Pradesh, India – 201301, and its Corporate Indian HQ at 5th Floor, Wing A, Statesman House, Barakhamba Road, New Delhi, India – 110001, operating under the brands eGuruzy® and Counseling Shortcuts™.
- “Applicable Law” means all statutes, rules, regulations, notifications, guidelines and judicial/quasi-judicial orders in force in India, including the Consumer Protection Act, 2019, the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, and the Guidelines for Prevention of Misleading Advertisement in Coaching Sector, 2024 issued by the Central Consumer Protection Authority, as amended from time to time.
- “User/Client” means any individual who accesses a Platform or avails a Service, and, where such individual is a minor, includes the Parent/Guardian who has consented on the minor’s behalf, as more particularly set out in Clause 4.
- “Point Credits” means the non-monetary, proprietary service-utilisation units allocated to a Client’s account upon purchase of certain Plans, redeemable solely against eligible Services as disclosed at the point of purchase and in the Client’s applicable service agreement, if any.
- “Grievance Officer/CARE Team” means the Company’s designated grievance redressal contact under Clause 12.

2. ABOUT THE COMPANY AND THE PLATFORMS

2.1 eGuruzy Learning Shortcuts Private Limited, a company incorporated under the Companies Act, 2013 (CIN: U80903UP2022PTC173928; PAN: AAHCE3373Q; GSTIN: 09AAHCE3373Q1ZY; UDYAM Registration No. UDYAM-UP-09-0049467), recognized as a Startup under the Startup India Initiative (DPIIT Recognition No. DIPP133382) and ISO 9001:2015 certified (Certificate No. UQ-2526201398), having its Registered Office at 2nd Floor, Plot No. A-100, A Block, Sector 58, Noida, Gautam Buddha Nagar, Uttar Pradesh, India – 201301, and its Corporate Indian HQ at 5th Floor, Wing A, Statesman House, Barakhamba Road, New Delhi, India – 110001 is engaged in the business of online educational services, competitive examination preparation, skill development and career counselling/admissions support.

2.2 “eGuruzy” and “Counseling Shortcuts” are brands of, and are operated exclusively by, the Company. Every Platform listed in Annexure A is operated by the same Company; no Platform constitutes a separate legal entity unless expressly stated on that Platform.

2.3 The Company may, from time to time, introduce, migrate, replace, discontinue or modify a Platform, application or access mechanism. A Platform, domain, subdomain, mobile application or institute code shall be treated as official only if it has been communicated through an authorised Company channel. Users are advised to verify the domain/address before entering personal or payment information, and to download mobile applications only from official app-store listings.

3. ELIGIBILITY AND ACCOUNT REGISTRATION

3.1 To register on a Platform or avail a Service, a User must provide accurate, current and complete information, including a valid date of birth, and must keep such information updated. The Company is entitled to rely on the information so provided.

3.2 Minors (Users below eighteen (18) years of age): Where a User is a minor, the Services may be availed only with the involvement of, and consent given by, the User’s parent or lawful guardian (“Parent/Guardian”), who shall execute the applicable enrolment/service agreement both on behalf of the minor and in their own personal capacity, and who shall be jointly and severally responsible, together with the minor upon attaining majority (to the extent of obligations continuing beyond that date), for all payment and other obligations arising from such use. This reflects the position under the Indian Contract Act, 1872 that an agreement with a minor is void ab initio, and is intended to ensure a valid, binding arrangement exists at all times.

3.3 Adult Users (eighteen (18) years or above) may register and contract in their own capacity. The Company may, at its discretion or at the User’s request, additionally record a Parent/Guardian as a co-signatory for payment-coordination purposes, without this altering the adult User’s own primary liability.

3.4 A User is responsible for maintaining the confidentiality of their account credentials and for all activity occurring under their account. The Company shall not be liable for any loss arising from unauthorised use of an account resulting from the User’s failure to safeguard their credentials.

4. NATURE OF SERVICES; NO GUARANTEE OF OUTCOME

4.1 The Services comprise, depending on the Platform, self-paced and instructor-led courses, one-to-one tutoring, competitive-examination preparation, skill assessments, career counselling, and college/university admission-support and application-facilitation services.

4.2 Where a Service involves facilitation of admission to, or application before, a third-party institution, college, university or examination authority, the Company acts solely as a facilitator. The final decision to admit, select, shortlist or reject a User rests exclusively with that third-party institution, and the Company does not guarantee, and makes no representation regarding, any particular outcome, admission, examination score, scholarship, placement or result.

4.3 Any statistics, success rates, acceptance figures, testimonials or illustrative outcomes published on a Platform are illustrative only, are not a promise of a specific result to any individual User, and shall be read together with the disclaimer required under Clause 4.2. The Company does not collect government fees, tuition fees or admission charges payable directly to any third-party institution, and does not offer or guarantee seat-blocking or reservation with any institution.

5. FEES, PAYMENT AND POINT CREDITS

5.1 Fees for a Service are as displayed on the relevant Platform at the time of purchase, or as recorded in the User's signed service agreement where one exists, and are exclusive of applicable GST unless stated otherwise.

5.2 Where a Plan allocates Point Credits, such Point Credits are proprietary, non-transferable service-utilisation units; are not currency, cash, or a stored monetary instrument; carry no independent cash value; and are redeemable solely against eligible

Services during the applicable validity period, in accordance with the Point Credit policy disclosed at the point of purchase.

5.3 Where an admission/registration fee is charged separately, it is charged in consideration of onboarding, discovery, assessment and account-activation services rendered at the commencement of the engagement, and is treated as earned upon activation of the User's account, subject to Clause 6.5 (Company-side or third-party failure).

6. REFUND AND CANCELLATION POLICY

This Clause 6 sets out the Company's standard refund and cancellation framework, applicable uniformly across all Platforms and Services unless a User's signed service agreement expressly records different, Client-specific terms, in which case that agreement shall govern for that Client.

6.1 Cooling-Off Window (Day 0-7)

A User may cancel within seven (7) calendar days of the date of purchase/enrolment and shall be entitled to a refund of the fee paid, less a processing charge not exceeding 10% of the amount paid, provided that where any Service has already been availed of within this window, the value of such Service (or the corresponding Point Credits) shall additionally be deducted.

6.2 Post Cooling-Off, Within 30 Days (Day 8-30)

Where cancellation is sought after the cooling-off window but within thirty (30) calendar days of purchase/enrolment, the User shall be entitled to a refund limited to the value of the unused/unredeemed Point Credit balance (or, where the Plan does not use Point Credits, the unconsumed proportion of the Service, calculated pro-rata with reference to sessions/hours actually delivered), less the processing charge referred to in Clause 6.1.

6.3 After 30 Days

No cash refund of the Plan/Service fee is payable after thirty (30) calendar days from the date of purchase/enrolment. The User shall, however, continue to be entitled to use any remaining, unredeemed Point Credit balance or unconsumed Service for the remainder of the applicable validity period.

6.4 Admission/Registration Fee

Any separate admission or registration fee is non-refundable from the date of account activation, in accordance with Clause 5.3, save as provided in Clause 6.5.

6.5 Company-Side or Third-Party Failure

Notwithstanding Clauses 6.1 to 6.4, where the Company is unable to deliver a Service for reasons attributable to the Company, or where a third-party institution refuses admission or participation despite the User having duly complied with all requirements communicated to them, the User shall be entitled to a full refund of amounts paid (including any admission/registration fee) for the Service so affected, processed within fifteen (15) Business Days of the event.

6.6 Refund Procedure

Refund requests must be made in writing to the Grievance Officer/CARE Team under Clause 12, quoting the User's account/reference ID. The Company shall acknowledge the request within two (2) Business Days and process any refund due within fifteen (15) Business Days of a valid request.

6.7 Statutory Rights Preserved

This Clause 6 does not affect, and is in addition to, any right of refund, replacement, or compensation a User may separately have under the Consumer Protection Act, 2019, or other Applicable Law.

7. COMMUNICATION AND CONSENT

By registering on a Platform, a User consents to receive service-related communications (including transactional updates, session reminders, and payment confirmations) by email, SMS, WhatsApp and phone call. Promotional or marketing communications will be sent only where the User has not opted out, and every such communication shall carry a clear mechanism to opt out. A User may withdraw consent to promotional communications at any time by writing to the contact address in Clause 15, without affecting service-related communications necessary for delivery of Services already availed.

8. USER CONDUCT

A User shall not: (a) upload or transmit content that is unlawful, defamatory, obscene, threatening, or infringes a third party's rights; (b) misrepresent their identity, age or eligibility; (c) engage in data mining, scraping, or unauthorised automated access to a Platform; (d) attempt to circumvent security features of a Platform; or (e) use a Platform for any purpose other than availing the Services in the ordinary course. The Company may suspend or terminate access for a material breach of this Clause 8, after affording the User a reasonable opportunity to respond, save where immediate suspension is necessary to prevent harm to the Company, other Users, or third parties.

9. INTELLECTUAL PROPERTY

All content made available through a Platform, including course material, study resources, assessments, software, designs, trademarks (including "eGuruzy" and "Counseling Shortcuts") and logos, is the exclusive property of the Company or its licensors, and is made available to Users solely for personal, non-commercial use in connection with the Services availed. Reproduction, distribution, or creation of derivative works from such content, in whole or in part, without the Company's prior written consent, is prohibited.

10. DISCLAIMER OF WARRANTIES

The Platforms and Services are provided on an “as is” and “as available” basis. Save as expressly stated in these Terms or in a User’s signed service agreement, the Company makes no warranty, express or implied, regarding the accuracy, availability, or uninterrupted or error-free operation of a Platform.

11. LIMITATION OF LIABILITY

To the maximum extent permitted by Applicable Law, the Company’s aggregate liability to a User arising out of or in connection with the use of a Platform or a Service, whether in contract, tort or otherwise, shall not exceed the amount actually paid by that User to the Company for the specific Service giving rise to the claim in the twelve (12) months preceding the event. Nothing in this Clause 11 shall limit or exclude the Company’s liability where such limitation or exclusion is not permitted under the Consumer Protection Act, 2019, or other Applicable Law.

12. GRIEVANCE REDRESSAL

12.1 Any concern regarding the quality, adequacy, delivery, billing or refund of a Service should first be raised with the Company’s Grievance Officer/CARE Team, as under:

- Grievance Officer/CARE Team: Ms. Aditi Ranjan
- Email: grievance@eguruzy.com
- Address: 2nd Floor, Plot No. A-100, A Block, Sector 58, Noida, Gautam Buddha Nagar, Uttar Pradesh, India – 201301

12.2 The Company shall acknowledge every grievance within forty-eight (48) hours of receipt and shall use reasonable efforts to resolve it within fifteen (15) Business Days, or such longer period as is reasonably communicated to the User.

12.3 This Clause 12 is a first-step, good-faith mechanism and does not restrict, delay, or act as a precondition to a User’s right to approach a consumer forum/commission, court, tribunal, or law-enforcement authority at any time under Applicable Law.

13. DISPUTE RESOLUTION

13.1 Save as provided in Clause 13.3, the Parties shall first attempt to resolve any dispute arising out of or in connection with these Terms through the grievance mechanism at Clause 12, and thereafter, if unresolved within a further thirty (30) days, through mutually agreed mediation.

13.2 Any dispute that remains unresolved under Clause 13.1 (save as provided in Clause 13.3) may be referred by either party to arbitration under the Arbitration and Conciliation Act, 1996, by a sole arbitrator appointed by mutual consent, seated at Gautam Buddh Nagar, Uttar Pradesh, with the language of arbitration being English.

13.3 Nothing in this Clause 13 shall apply to, restrict, or be construed as ousting the jurisdiction of any consumer forum or Consumer Commission under the Consumer Protection Act, 2019, or the jurisdiction of any criminal court or law-enforcement authority, each of which a User may approach directly and at any time, in accordance with settled law that an arbitration clause does not oust such statutory remedies.

14. GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws of India. Subject to Clause 13.3, the courts at Gautam Buddh Nagar, Uttar Pradesh shall have exclusive jurisdiction over matters arising from these Terms, without prejudice to a User's right under the Consumer Protection Act, 2019 to approach a consumer forum/commission having jurisdiction over their own place of residence or work.

15. CONTACT

For any query regarding these Terms, write to: info@eguruzy.com, or to the Registered Office address at Clause 2.1 above.

16. SEVERABILITY AND ENTIRE AGREEMENT

If any provision of these Terms is held invalid or unenforceable by a competent court or tribunal, that provision shall be severed and the remaining provisions shall continue in full force and effect. These Terms, together with any signed service agreement applicable to a specific User, constitute the entire agreement between the User and the Company in respect of their subject matter.

17. AMENDMENT

The Company may amend these Terms from time to time by posting the revised Terms on the Platforms, with the "Last Updated" date revised accordingly. Continued use of a Platform after such posting constitutes acceptance of the amended Terms. Where a User has a signed, Client-specific service agreement, no amendment to these Terms shall reduce a right or benefit already accrued to that User under that agreement, unless communicated in writing with reasonable prior notice and agreed to by the User.

ANNEXURE A – OFFICIAL PLATFORMS

These Terms apply uniformly to every Platform listed below. This Annexure may be updated by the Company from time to time as its digital ecosystem evolves, in accordance with Clause 2.3 and Clause 17; the current version is available on request.

Platform	URL	Primary Purpose	Description
eGuruzy	eguruzy.com	Main Brand & Education Ecosystem	The primary public-facing eGuruzy platform for students, parents and learners. It brings together 1:1 personalized learning, academic tuition, competitive-exam preparation, career counseling, skill development, certifications, soft skills and entrepreneurship-oriented learning. It acts as the central discovery and brand website connecting users to LearnHub, Digital, StudyHub, Career Tools and Counseling Shortcuts. (eGuruzy®)



eGuruzy Digital	digital.eguruzy.com	Digital Courses & Self-Paced Learning	The digital learning/course marketplace of eGuruzy. It provides structured school curriculum, skilling, foundation, career counseling, project work, computer, language, professional, IT, technical, industrial, hobby, entrepreneurship and competitive-exam courses. It also includes account/login, course purchase, certificate verification and digital learning access. (eGuruzy Digital)
eGuruzy LearnHub	learnhub.eguruzy.com	1:1 Live Personalized Learning	The dedicated learning environment for eGuruzy's live, personalized 1-to-1 education model. Its role is to support students who require individual teaching, doubt solving, academic guidance and personalized learning rather than a generic recorded-course experience. The main eGuruzy site specifically positions LearnHub around 1:1 programs and personalized learning. (eGuruzy®)
eGuruzy StudyHub	studyhub.eguruzy.com	Student Practice & Exam Preparation Hub	A student-focused academic practice environment intended for learning, practice, mock tests, assessments and exam preparation. It complements LearnHub: LearnHub is primarily the personalized teaching environment, while StudyHub functions as the learner's practice and preparation layer. The main eGuruzy website directly links StudyHub as a dedicated student platform. (eGuruzy®)
Counseling Shortcuts	counselingshortcuts.com	College Admissions, Counseling & Student Lifecycle Platform	The main Counseling Shortcuts public platform. Its focus is career discovery, college discovery, college applications, admissions guidance, counseling, exams, courses and career opportunities. The website promotes a common application model covering 2,000+ colleges, application tracking through a student profile and access to admission experts. It also provides college/exam/course information and connects users with Career Tools. (counselingshortcuts.com)
Counseling Shortcuts App	app.counselingshortcuts.com	Student/Parent Account & Service Management	The logged-in application layer of Counseling Shortcuts. The public website uses this URL for Login / Register, so its primary purpose is the authenticated user environment where students/parents can access their account and manage their Counseling Shortcuts journey and services. (counselingshortcuts.com)



Counseling Shortcuts Assessment	assessment.counselingshortcuts.com	Career Assessment & Career Discovery Engine	The assessment and career-discovery layer. It is linked from both eGuruzy and Counseling Shortcuts for Career Test, Career Options, Stream Options, Career Compass, Schoarships, AI Career Assistant, Student Accomodation and Internship Simulations. Its purpose is to help students understand interests/personality/strengths and explore suitable career, skills and academic directions before making education decisions. (eGuruzy®)
eGuruzy Members	members.eguruzy.com	Membership & Service Credit/Points Portal	The members-only layer of the eGuruzy ecosystem. Its intended role is to give enrolled members a centralized account for their membership, plan benefits, service access and available credits/points, allowing eligible eGuruzy services to be accessed according to the member's plan. The public site already establishes eGuruzy's membership model and links benefits across courses, 1:1 programs and career tools. (eGuruzy®)