

# **Refund and Cancellation & Terms and Conditions Policy**

## **1. Refund and Cancellation:**

There is no cancellation option for the students / parents

In case of duplicate payment, end user to approach accounts department for refund with proof of the transaction reference/ your bank statement.

Refund will be processed within 5-7 working days, respective payment gateway will send back to the issuing bank [user's card banker] in batches for processing, which should approximately take 8-15 working days, depending on issuing banks policies.

**IMPORTANT:** By submitting a payment through the online-payments site you are agreeing to these terms and conditions.

## **2. Terms and Conditions:**

Once "Proceed to pay" - option is selected you will be directed for payment through net banking or debit / credit card. You can choose the desired payment option and proceed.

Once the payment is successful, you will get a payment confirmation slip and the student has to keep the same for reference.

In case the payment is not successful due to any reason you will get a display on the status of failure in payment.

In case none of the above two happens, and there is heavy delay in any response from the system - if you have not proceeded with payment and not given card detail particulars, you may proceed from the beginning again and start the payment process again.

In case you have given all the debit / credit card details or net banking authorization for payment, and have not got any response, please check with your bankers or Credit Card Company and see if your account is debited. If your bank account/cc is debited, please don't make any attempt to pay again.

However, if your account is not debited in the bank, you have to make the payment and get payment successful confirmation.

In any case, make a note of reference/transaction details in case of net banking or card payment.

If the transaction has FAILED for some reasons, you are REQUESTED TO WAIT for THREE DAYS

before trying for payment again, please contact accounts department for any discrepancy of online fee faced by you with reference to any of your transaction.

In any case, make a note of Reference/Transaction Details in case of Net banking or card payment.