

Refund Policy

St. Thomas College of Engineering and Technology

1. Purpose of the Refund Policy

This Refund Policy governs the conditions and procedures for refunds related to payments made through the online payment gateway of St. Thomas College of Engineering and Technology. The payment gateway is exclusively intended for the collection of academic and institutional fees from students or their parents/guardians.

2. Scope of Application

This policy applies to all students, parents, or guardians making payments for academic-related services through the College's authorized online payment gateway.

3. General Refund Principles

All payments made through the online payment gateway are normally non-refundable. Refunds shall be considered only under specific circumstances approved by the College.

4. Eligible Circumstances for Refund

Refunds may be considered in cases of duplicate payment, excess payment, failed transactions, cancellation of academic services by the College, or other cases approved by the competent authority.

5. Non-Eligible Circumstances for Refund

Refunds shall not be provided for incorrect payments due to misunderstanding, non-attendance of examinations, or change of mind after payment.

6. Refund Request Procedure

Refund requests must be submitted in writing with relevant transaction details, student information, and supporting documents.

7. Time Frame for Refund Requests

Refund requests should be submitted within 15 working days from the date of payment or notification of error.

8. Processing and Mode of Refund

Approved refunds shall be processed through the original mode of payment within 7 to 21 working days.

9. Bank and Payment Gateway Charges

Applicable bank or gateway charges may be deducted from the refundable amount.

10. Limitation of Liability

The College shall not be responsible for delays or errors caused by banks or payment gateway providers.

11. Amendments to the Refund Policy

The College reserves the right to amend this policy at any time without prior notice.

12. Acceptance of Policy

By making a payment through the online payment gateway, the user agrees to this Refund Policy.