

## Refund And Cancellation

### TECHNICAL PROBLEM

In case of any technical problem due to which the payment gets deducted from the payer's account and does not show in our official ERP but the payment gateway service clearly mentions the confirmed settlement thereafter the School's account receives the payment. We manually submit the payment in our ERP. It should take 7-10 working days for the payment to be credited in School's account.

### MULTIPLE PAYMENTS

If double payment happens and the payment gateway service clearly mentions it, the school will refund the payment after the School's account receives payment. Which should take 7-10 working days for the back payment or we can adjust the amount to the next month fee as per Payers request.

### OTHER PAYMENTS ISSUE

In all other cases where there is a discrepancy in the fee paid, the parent has to directly contact the School and the School's decision would be final.