

DAVIET REFUND POLICY

At DAVIET Payment Gateway, we want to ensure a smooth and secure payment experience for our Students / Parents. This refund policy outlines the guidelines and procedures for issuing refunds.

Refund Policy:

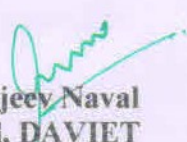
1. Eligibility: Refunds are issued for authorized transactions, duplicate transactions and refunds requested by the parents/students that meet the DAVIET Payment Gateway's refund criteria.
2. Refund Request: Students or Parents must submit a refund request to the Principal DAVIET, within a specified time frame within **15 days** from the original transaction date at the institute.
3. Refund Processing: The payment gateway processes refund requests within **5-7 business days**.
4. Refund requests must be made in writing and sent to principal@davietjal.org, student support ERP portal or directly contact the principal and submit the request in writing.
5. The request must include:
 - ✓ Cash Receipt
 - ✓ Online Transaction ID or Reference number
 - ✓ Reason for refund
6. Amount to be refunded may vary depending up on the cases.
7. Disputes: Disputes or chargeback may affect refund eligibility.
8. Communication: The payment gateway notifies students or parents about refund status and any additional information required.

Contact Us

If you have any questions or concerns about our refund policy, please contact us at (daviet@davietjal.org, accounts@davietjal.org) or through our customer support portal.

By using our payment gateway, you agree to this refund policy and our terms of service.

Disclaimer: All rights reserved with DAVIET, Jalandhar. A return & refund policy is a set of rules that outlines the conditions under Jalandhar jurisdiction only.


Dr. Sanjeev Naval
Principal, DAVIET