



**GENERAL REFUND DECLARATION POLICY**

*Applicable to All CA Levels: Foundation / Intermediate / Final / CA+B.Com*

**1. PURPOSE**

This Refund Declaration Policy ("Refund Policy") sets out the terms and conditions governing refund requests submitted by students enrolled in any Course offered by KSA Educational Services Private Limited ("Institute"). This Refund Policy must be read in conjunction with the Student Declaration Policy. In the event of any conflict, this Refund Policy shall prevail in respect of refund-related matters.

**2. DEFINITIONS**

- a. "Refund Request" means a written application submitted by the student requesting return of all or part of the Fees paid.
- b. "Course Completion" has the meaning assigned in Clause 4.1 below.
- c. "Administrative Charges" means the non-refundable processing fee deductible upon approval of a refund, as specified in Clause 4.6.
- d. "Working Day" means any day other than a Sunday, public holiday, or bank holiday in the jurisdiction of the Institute.

**3. APPLICABILITY**

This Refund Policy applies to all students enrolled in any subject, group, batch, or module at any level of the CA course (Foundation, Intermediate, Final) or CA+B.Com program offered by the Institute.

**4. REFUND POLICY STATEMENT**

**4.1 NO REFUND AFTER COURSE COMPLETION**

No refund shall be issued once the Course has been completed or substantially delivered. For the purposes of this Refund Policy, "Course Completion" shall include any of the following:

- a. The full course syllabus has been delivered by the faculty
- b. The Student has been provided access to the complete or substantially complete course content, or

c. The Student has substantially consumed, downloaded, or accessed the course material.

d. Under no circumstances shall a refund be entertained once the Course has been completed or substantially accessed, regardless of whether the Student has sat for the relevant examination.

#### **4.2 REFUND ELIGIBILITY — EXCEPTIONAL CASES ONLY**

Refunds may be considered only in exceptional circumstances involving genuine, verifiable, and documented reasons. Such reasons may include, without limitation:

a. Serious medical emergency of the Student or an immediate family member, supported by medical certificates from a registered medical practitioner and Proofs of reports with minimum hospitalisation of 15 days or more; and the amount of refund is at the discretion of the management.

b. Death of the Student (claim to be made by the legal heir/guardian);

c. Any failure in the delivery of Services directly attributable to the Institute, where such failure is material and has not been rectified within a reasonable time after written notice by the Student.

Refund requests shall not be entertained on account of any of the following: change of examination attempt, postponement of examination, low attendance, personal scheduling conflicts, relocation, change of plans, academic difficulty, or any other personal reason.

All Refund Requests must be submitted in writing with complete supporting documentation. Approval of any refund in exceptional cases shall be solely at the discretion of the management, and such discretion shall not be fettered by any prior precedent

#### **4.3 INSTITUTE CANCELLATION OR NON-DELIVERY**

Notwithstanding any other provision of this Refund Policy, where the Institute is unable to deliver the Course due to reasons solely and directly attributable to the Institute (and not force majeure), the Student shall be entitled to:

a. A proportionate refund of Fees for the undelivered portion of the Course; or

b. An equivalent credit applicable toward another Course of equal or lesser value, at the Student's option, subject to deduction of Administrative Charges as specified in Clause 4.6, and subject to the completion of verification procedures in Clause 4.5.

#### **4.4 NO REFUND WHERE INSTITUTE IS NOT AT FAULT**

No refund shall be granted where the Institute is ready, willing, and able to provide the Course and associated Services, but the Student fails, refuses, or elects not to attend, continue,



or avail the Course for personal reasons, including but not limited to voluntary withdrawal, relocation, change of career plans, or failure to secure examination registration.

#### **4.5 MANDATORY MEETING & VERIFICATION PROCEDURE**

In all cases where a Refund Request is submitted, the following procedure shall apply:

- a. The Student must submit a written Refund Request to the Institute within thirty (15) days of the occurrence of the event giving rise to the refund claim. Requests submitted beyond this period shall ordinarily not be entertained, except at the discretion of the management for genuine hardship cases.
- b. The written Refund Request must be accompanied by: (a) full name and enrollment details of the Student; (b) details of the Course and fees paid; (c) specific grounds for the refund claim; and (d) all relevant supporting documents.
- c. The Student and their parent/legal guardian must attend a personal meeting with the designated management representative of the Institute. The date and time of such meeting shall be communicated by the Institute within thirty (30) Working Days of receipt of the Refund Request.
- d. The refund process shall only be initiated after the completion of the meeting, due verification of documents, fee records, course access status, and compliance with this Refund Policy.
- e. The Institute reserves the right to seek additional information or documents and to decline a Refund Request that is incomplete or unsupported.

#### **4.6 ADMINISTRATIVE CHARGES DEDUCTION**

In the event a refund is approved, the following non-refundable administrative charges shall be deducted from the approved refund amount to cover processing, administrative, and operational costs incurred by the Institute:

- a. 10% of the total fees paid — applicable to CA+B.Com integrated courses;
  - b. 5% of the total fees paid — applicable to all other CA courses.
- Such administrative charges shall be deducted in all cases of approved refunds and shall be non-refundable under any circumstances.

#### **4.7 MODE OF REFUND**

Approved refund amounts shall be credited as follows:

- a. Where the Student is a major (18 years or above) at the time of processing: refund shall be credited to the Student's/ Parent's verified bank account, with the consent and acknowledgment of the parent/guardian.

- b. Where the Student is a minor (below 18 years) at the time of processing: refund shall be credited exclusively to the bank account of the parent or legal guardian.
- c. The Institute reserves the right to require submission of valid age proof, relationship proof, and bank verification documents before processing.
- d. The refund shall be processed only through the same payment mode as the original payment, wherever technically feasible.
- e. The Institute shall not be liable for any delay, error, or rejection arising from incorrect, incomplete, or unverified banking details provided by the Student or parent/guardian.

#### **4.8 REFUND PROCESSING TIMELINE**

Upon approval of a Refund Request:

- a. The Institute shall complete its verification process within fifteen (15) Working Days from the date of the mandatory meeting and receipt of all required documents.
- b. Following completion of verification and approval, the approved refund amount shall be credited within fifteen (15) Working Days.
- c. The total period from submission of a complete and valid Refund Request to actual credit of the refund amount shall ordinarily not exceed thirty (30) Working Days, subject to the timely submission of all required documents and cooperation by the Student.
- d. Any delay caused by incomplete documentation, unavailability of the Student for the mandatory meeting, or incorrect banking details shall not be counted toward the above timeline.

#### **4.9 FORCE MAJEURE — EFFECT ON REFUNDS**

No refund shall be payable in respect of any delay, interruption, suspension, or cancellation of Services arising from a force majeure event, including natural disasters, pandemics, government orders, regulatory restrictions, platform outages, or any other event beyond the reasonable control of the Institute. In such cases, the Institute may, at its discretion, offer rescheduling, alternative delivery modes, or access extensions in lieu of a refund.

#### **5. NON-TRANSFERABILITY OF FEES**

- a. Fees paid are strictly non-transferable to any other student.
- b. Fees once paid cannot be adjusted against any other course or program, unless specifically approved in writing by the management.

## **6. REFUND DISPUTES**

If the dispute still remains unresolved after escalation, it shall be governed by the Dispute Resolution clause set out in the Student Declaration Policy.

## **7. FINAL AUTHORITY & AMENDMENTS**

a. The management reserves the right to review, interpret, amend, or modify this Refund Policy at any time, with or without prior notice, for the purpose of effective administration.

b. Any amendment shall be communicated to students through the Institute's official communication channels and shall take effect from the date of communication.

c. All decisions of the management relating to refunds shall be final and binding, subject to the dispute resolution mechanism set out in the Student Declaration Policy.

## **8. SEVERABILITY**

If any provision of this Refund Policy is found to be invalid, void, or unenforceable, such provision shall be deemed severed and the remaining provisions shall continue to have full force and effect.

## **9. DEEMED ACCEPTANCE & COMMUNICATION**

a. This Refund Policy shall be binding on the Student upon enrollment, payment, attendance, or use of any Services, whether or not physically or digitally signed.

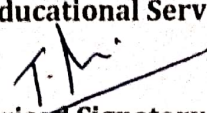
b. Where this Refund Policy is communicated through email, official portal, SMS, or any other recognized mode of communication, it shall be deemed duly delivered and accepted by the Student and parent/guardian.

c. Proof of dispatch or electronic transmission by the Institute shall constitute sufficient proof of communication, regardless of whether the Student or parent/guardian acknowledges or responds.

d. Submission of a duly signed Refund Declaration Form shall be mandatory to initiate the refund process. Unsigned or incomplete forms shall not be processed.

For

KSA Educational Services Private Limited

  
Authorised Signatory

