

Refund and Cancellation Policy

1. Fees paid through the online payment facility are, as a general rule, ***non-refundable***, except as specified below or as mandated by applicable UGC/AICTE/State Government/University regulations.
2. ***Duplicate/Excess Payment:*** If a User has made a duplicate payment or paid an amount in excess of the fee due because of a technical error, the excess amount will be refunded after verification, upon receipt of request for refund by the student with all particulars to the original mode of payment.
3. ***Failed Transactions:*** If an amount is debited from the User's account but the transaction is shown as "failed" or "pending" in the ERP, and it is confirmed by the bank that the transaction did not go through, the amount will be auto-reversed by the bank/payment gateway as per RBI/bank guidelines.
4. ***Refund Process:*** To request a refund for a genuine error, the User must submit a written request along with transaction ID, date, and amount to accounts@shrideviengineering.org within [03] days of the transaction.
5. ***Refund Timeline:*** Approved refunds will be credited to the original payment source, subject to processing timelines of the respective bank.
6. Shridevi Institute of Engineering and Technology, Tumkur reserves the right to reject any refund request found to be fraudulent, duplicate, or inconsistent with institutional records.
7. This policy is subject to change at the discretion of Shridevi Institute of Engineering and Technology, Tumkur and the payment gateway provider without prior notice.