NON-REFUND POLICY

1. No Refunds

All payments made towards school fees are **non-refundable**, whether in full or in part, once the transaction is completed.

2. Exception - Duplicate Payments

Refunds will only be processed in cases of duplicate payment or transaction errors. Requests must be submitted in writing within **7 days** of the payment date.

3. How to Request a Refund

To request a refund for a duplicate transaction, send an email to [school email] with:

- o Transaction ID
- o Payment Date
- o Student Name and ID
- o Screenshot or proof of duplicate payment

4. **Processing Time**

Approved refunds will be processed within **15 business days** to the original mode of payment.

5. Contact for Disputes

all refund-related disputes should be directed to the school accounts department: [st.thomas.sr.sec.schoolballia@gmail.com].