

REFUND AND CANCELLATION POLICY

1. Refund for Charge Back Transaction: In the event there is any claim for/ of charge back by the Applicant for any reason whatsoever, such Applicant shall immediately approach JNTUHCEH with his/ her claim details and claim refund from JNTUHCEH alone. Such refund (if any) shall be made only by JNTUHCEH via payment gateway or by means of a demand draft or such other means as JNTUHCEH deems appropriate. No claims for refund/ charge back shall be made by any Applicant to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

2. In these Terms and Conditions, the term “Charge Back” shall mean, approved and settled credit card or net banking purchase transaction(s) which are at any time refused, debited or charged back to merchant account (and shall also include similar debits to Payment Service Provider's accounts, if any) by the acquiring bank or credit card company for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.

3. Refund for fraudulent/duplicate transaction(s): The Applicant shall directly contact JNTUHCEH for any fraudulent transaction(s) on account of misuse of Card/ Bank details by a fraudulent individual/party and such issues shall be suitably addressed by JNTUHCEH alone in line with their policies and rules.

4. Server Slow Down/Session Timeout: In case the Website or Payment Service Provider's webpage, that is linked to the Website, is experiencing any server related issues like 'slow down' or 'failure' or 'session timeout', the Applicant shall, before initiating the second payment, check whether his/her Bank Account has been debited or not and accordingly resort to one of the following options:

(i) In case the Bank Account appears to be debited, ensure that he/ she does not make the Payment twice and immediately thereafter contact JNTUHCEH via e-mail or any other mode of contact as provided by JNTUHCEH to confirm payment.

(ii) In case the Bank Account is not debited, the Applicant may initiate a fresh transaction to make payment.

Any legal disputes should be limited to Medchal Malkajgiri (District) jurisdiction.

The institute shall only be responsible, if the amount is credited into college account and no acknowledgement is generated, then refund policy will be applicable as per the institute norms against requisition.

Note: For online payments, it is mandatory for candidates to note the transaction ID & reference ID for future reference. Request for any type of Refund, for whatsoever reason, will be at the sole discretion of the College committee.

PRINCIPAL