

**Annexure 3:****Refund Policy:**

<b>S. No.</b>	<b>Scenarios for claiming refund</b>	<b>Eligible Refund Amount/Deduction %</b>
1	Client request for cancellation of order within 24 hours of placing the order, provided that no application has been filed by Worldwide Transcript with the concerned Board/University/College/Institutions, by then.	Refund shall be computed after deduction of 10% of the amount received towards service charges, for processing cost.
2	If the concerned college/university/institution is found to be shut down operations or does not exist or do not issue the particular Academic or Education related documents as sought by the requestor, for any reason whatsoever, and upon getting a written communication to this effect, from Worldwide Transcript the requestor asking for refund	Applicable for a refund of 50% of the Processing cost, Full refund of University Charges (if unpaid) and Full refund of Shipping Charges
3	After filing of application with concerned Board/University/College/Institutions or submission of additional information or documents, as sought from time to time, delay in closure of case/order beyond 180 days from the date of placing order.	Applicable for a refund of 25% of the Processing Cost. Full refund of Shipping Charges.  The fees and extra cost (if any) paid to the concerned Board/University/College/Institutions will not be refunded. Refer Clause 20C
4	In case the concerned University/Board/college/Institution, require corrections in any documents, in terms of name/marks or any other errors, identified by them during verification, the Worldwide Transcript shall inform the same to the requestor. In case the requestor requests for StopCase/ does not want to proceed with the case and seeks refund.	Refund: NIL
5	In case after an application has been filed with concerned Board/University/College/Institutions, it is kept on hold due to lack of information or for providing incomplete or wrong information/documents or for any other reason attributable to the requestor	Refund: NIL
6	E-Transcripts	Refund: NIL
7	E-Transcripts + Procurement	Procurement Case Refund as per above clauses. Full refund of e-shipping charges.

**Note:** The refund duly approved by Worldwide Transcript and eligible for payment as per the aforesaid policy, shall be released within 20-25 working days, subject to completion of necessary documentation.

### **Translation Order Cancellation/Refund Policy:**

Important points with reference to translation order cancellation and refund policy.

- When an order is placed it can be cancelled within 30 minutes of order placement, by email stating reason of cancellation at [teamlead@worldwidetranscripts.com](mailto:teamlead@worldwidetranscripts.com) along with order id and transaction details.
- If order cancellation mail received after 30 minutes of order placement no refund will be applicable for the cases.
- Before preparation of final document, a mail is sent to client for proof-reading of the captioned document for rectification of any error or omission.
- No alteration/edit request will be entertained post final document printing and preparation of hard copy. If any changes required, then in that case new order has to be placed with applicable charges + GST.
- On receipt of cancellation and refund request the refund will be processed in 7 business days.
- Worldwide Transcript reserves the right to refuse any refunds for the service fees charged by the Company for any cancelled services, for any reason whatsoever.
- All refunds are limited to the amount paid by client.

Worldwide Transcript's may dismiss, modify, hold or discontinue any aspect of the website which may include accessibility of any services of the website, at any time. The Company may enforce restrictions on certain services or restrict access to part or entire website without any prior notice or liability.

### **Apostille Order Cancellation/Refund Policy:**

Important points with reference to apostille order cancellation and refund policy.

#### **Cancellation by Worldwide Transcripts Pvt. Ltd.:**

- Worldwide Transcripts reserves the right to cancel client's order before submitting to Consulate or Embassy if found fraud/incorrect documents submitted the client. There may be certain documents that cannot be processed due to limited jurisdiction or non-availability of authorization.

#### **Cancellations by the client:**

- If client requests order cancellation and the application is submitted to authorized submission Centre of MEA/consulate /embassy. Then there is no refund applicable for total fees including services charges.
- Apostille and attestation fee is non-refundable once paid even if the document is cancelled/refused /withdrawn.
- If apostille order cancellation request received and the documents not yet submitted to Embassy or MEA then refund can be processed after standard deduction as applicable on the service fee paid by client to us.  
(Standard Deduction: 10% of service charges.)
- On receipt of cancellation and refund request the refund will be processed in 10 business days through method of payment as chosen by client while paying to us. However, the Company reserves the right to refuse any refunds for the service fees charged by the Company for any cancelled services, any reason whatsoever.
- Certain charges like Shipping, vendor fees as applicable, refund will not be applicable in such case.

- The Company reserves the right at its discretion, to modify, add, amend, remove any portion of this Cancellation Policy in whole or part, at any time, without serving any prior notice. Your continued use of website and services post any amendments in the Cancellation Policy shall be deemed as your acceptance of those amendment's.
- Further Worldwide Transcript's may dismiss, modify, hold or discontinue any part of the website which may include accessibility of any services of the website, at any time. The Company may enforce restrictions on certain services or restrict access to part or entire website without any prior notice or liability.

Note: The refund duly approved by Worldwide Transcript and eligible for payment as per the aforesaid policy, shall be released within the period mentioned, subject to completion of necessary documentation required for refund processing.