

TERMS AND CONDITIONS

1. Acceptance of Terms

By accessing the Institute website, online admission portal, or making any payment towards tuition fees, examination fees, or any other charges, students and parents agree to abide by the rules, regulations, policies, and decisions of S. B. Jain Institute of Technology, Management & Research, Nagpur.

2. Admission and Eligibility

Admission granted by the Institute is subject to fulfillment of eligibility criteria prescribed by the competent authorities and regulatory bodies.

The Institute reserves the right to cancel admission if any information or documents submitted by the student are found to be incorrect, misleading, or forged.

In such cases, fees paid shall be dealt with as per applicable Government and Institute rules.

3. Student Conduct and Discipline

Students shall comply with all academic, disciplinary, and administrative rules of the Institute.

Any act of indiscipline, misconduct, ragging, or violation of Institute regulations may attract disciplinary action, including suspension or cancellation of admission.

Fees paid shall not be refundable on account of disciplinary action initiated by the Institute.

4. Tuition Fees and Other Student Fees

Tuition fees, development fees, and other prescribed charges shall be paid within the stipulated time notified by the Institute.

Failure to pay fees within the prescribed schedule may result in:

- Late payment charges;
- Cancellation of admission in accordance with applicable rules.

Students are responsible for verifying the amount and category of fees before making payment.

5. Student Fees Refund Clause

Refund of Academic Fees

Refund of tuition fees and other student fees shall be governed by the norms and guidelines issued by AICTE, UGC, State Government, University, and other competent authorities from time to time.

Processing charges, if any, may be deducted as permitted by applicable regulations.

No refund shall be admissible where a student is expelled or removed due to misconduct or submission of false information.

Requests for fee refunds shall be submitted in writing along with supporting documents and bank account details.

Refunds shall be processed as per “Refund, Return, and Cancellation Policy” of the institute.

6. Examination Fees Clause

Examination fees once paid are generally non-refundable and non-transferable except in cases of duplicate payment or transaction failure.

Payment of examination fees does not guarantee eligibility to appear in examinations. Students must fulfill attendance requirements, academic requirements, and all University regulations.

Students are responsible for ensuring timely submission of examination forms and payment of examination fees.

Failure to appear in examinations for any reason shall not entitle the student to claim refund of examination fees.

Examination fees paid for one semester, session, or examination shall not be adjusted against subsequent examinations unless expressly permitted by the University or the Institute.

Refunds shall be processed as per “Refund, Return, and Cancellation Policy” of the institute.

7. Online Payment Terms

Payments made through credit card, debit card, UPI, net banking, or other electronic means are subject to authorization by the respective banks and payment gateway service providers.

The Institute shall not be liable for delays or failures caused by banks, payment gateways, internet connectivity issues, or technical failures.

Students should preserve transaction receipts for future reference.

8. Academic Records and Certificates

Issuance of mark sheets, transcripts, certificates, transfer certificates, and degree documents shall be subject to clearance of all dues payable to the Institute.

The Institute reserves the right to withhold academic records until all outstanding fees and liabilities are settled.

9. Limitation of Liability

The Institute shall not be liable for losses arising out of interruption of services, technical failures, force majeure events, or circumstances beyond its reasonable control.

The Institute shall not be responsible for any loss resulting from incorrect information furnished by the student during registration or payment.

10. Amendments

The Institute reserves the right to amend, modify, or revise these Terms and Conditions, Privacy Policy, and Refund Policy at any time. Such amendments shall become effective upon publication on the official website of the Institute.

11. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by the laws of India. Any disputes arising out of or relating to these policies shall be subject to the exclusive jurisdiction of the courts at Nagpur, Maharashtra.

Additional Non-Refundable Cases

The following payments shall ordinarily be non-refundable, except where specifically provided under statutory regulations:

Examination Fees.

Enrollment and Registration Fees.

Library Fees.

Laboratory Fees.

Training and Placement Fees.

Uniform Fees.

Convocation Fees.

Hostel Fees and Mess Charges (subject to applicable rules).

Transportation Charges.

Penalty or Late Fees.

Any fee collected on behalf of the University or statutory authorities.

Refund, Return, and Cancellation Policy

1. Introduction

At S. B. Jain Institute of Technology, Management & Research, Nagpur, we strive to ensure a smooth and hassle-free tuition, exam and other fee payment process. This policy outlines the conditions under which refunds, returns, or cancellations of tuition, exam and other payments may be requested.

2. Fee Payment Confirmation

- Once a payment is successfully processed through our payment gateway, a confirmation receipt is generated and sent via email/SMS.
- It is the responsibility of the user to verify all details before proceeding with the payment.

3. Cancellation Policy

- Tuition, exam and other fee payments **cannot be canceled** once they have been successfully processed.
- In cases of duplicate transactions or errors in payment processing, users must contact our support team within **2 working days** with proof of payment.

4. Refund Policy

Refunds will only be considered under the following conditions:

- **Duplicate Payment:** If a candidate has made multiple payments by mistake.
- **Transaction Failure:** If money has been deducted from the user's account, but the transaction was not successfully processed.
- **Eligibility Issues:** If a candidate is found ineligible for the exam due to administrative reasons (excluding cases of false information or violation of terms).
- **Exam Cancellation/Postponement:** If the institution decides to cancel or reschedule the exam and offers refunds as part of its policy.

Non-Refundable Cases

- Fees once paid **will not be refunded** under any circumstances other than those mentioned above.
- Failure to attend the exam or withdrawal of application will **not** qualify for a refund.
- Refunds will **not** be processed if incorrect information is provided during payment.

5. Refund Process

- Eligible refund requests must be submitted via [**email/contact form/office**] within **2 days** from the payment date.
- The request must include:
 - Candidate's full name
 - Registration/Application number if any
 - Transaction ID or payment reference number
 - Proof of duplicate transaction or issue
- Once verified, refunds will be processed within **2 working days** to the original payment method.

6. Chargebacks and Disputes

- Users are advised to contact our support team for any transaction issues before initiating chargebacks with their bank.
- Unauthorized chargebacks may result in debarment from future registrations.

7. Contact Information

For refund or cancellation requests, please contact:

Institution Name - S. B. Jain Institute of Technology, Management & Research, Nagpur

Email - accounts@sbjit.edu.in

Address - Near Jain International School, Yerla Village, Kalmeshwar Road, Nagpur-441501]

Privacy Policy

1. Introduction

S. B. Jain Institute of Technology, Management & Research, Nagpur is committed to protecting the privacy of students, parents, and other users who make online exam fee payments through our website or portal. This Privacy Policy outlines how we collect, use, and safeguard personal and payment information.

2. Information We Collect

When you make an exam fee payment, we may collect the following information:

- **Personal Details:** Full name, student ID/registration number, contact details (email, phone number).
- **Payment Information:** Card details, bank account details, UPI ID, or other payment methods.
- **Transaction Details:** Payment reference number, amount paid, date/time of payment.
- **Device & Usage Data:** IP address, browser type, and transaction logs for security purposes.

3. Purpose of Data Collection

The collected information is used for:

- Processing exam fee payments securely.
- Generating and confirming payment receipts.
- Verifying student details and fee status.
- Resolving payment-related disputes or queries.
- Compliance with financial and regulatory obligations.

4. Sharing of Information

We do not sell or share personal data with third parties for marketing purposes. However, we may share data with:

- **Payment Gateway Providers:** To facilitate secure transactions.
- **Banks & Financial Institutions:** For processing payments.
- **Regulatory Authorities:** When required by law or for fraud prevention.

5. Security Measures

We implement the following security measures to protect payment data:

- **Encryption:** Secure transmission using SSL/TLS encryption.
- **PCI DSS Compliance:** Adhering to industry standards for payment security.
- **Restricted Access:** Limited access to payment information only for authorized personnel.
- **Fraud Detection:** Monitoring transactions for unauthorized activities.

6. Retention of Data

- We retain transaction details for audit, accounting, and legal purposes as required by regulations.
- Payment details (e.g., card numbers) are not stored by us but may be processed securely by our payment gateway provider.

7. Third-Party Payment Gateway Policies

- Our website integrates third-party payment gateways. Users should review their privacy policies before making a payment.
- We are not responsible for data handling by external payment service providers.

8. User Rights

You have the right to:

- Request access to your payment details.
- Correct or update personal information.
- Request deletion of personal data (subject to legal requirements).
- Opt out of non-essential communications.

9. Cookies & Tracking

- We may use cookies to enhance security and track transaction performance.
- Users can manage cookie preferences in their browser settings.

10. Compliance with Legal Regulations

- Our data handling practices comply with applicable laws such as the **General Data Protection Regulation (GDPR), Information Technology Act (India), and other relevant data protection laws.**

11. Changes to the Privacy Policy

- This Privacy Policy may be updated periodically. Any significant changes will be notified through our website.

12. Contact Information

For any questions regarding this policy or payment-related concerns, please contact:

Institution Name: - S. B. Jain Institute of Technology, Management & Research, Nagpur

Email - accounts@sbjit.edu.in

Address - Near Jain International School, Yerla Village, Kalmeshwar Road,
Nagpur-441501]