



## **Terms and Conditions for Online Fee Submission**

The University Fee does not include any transaction charges levied by any bank or payment app. Following charges shall be applicable while completing the transaction:

- Net Banking/ Credit Card/ Debit Card charges as applicable
- Fee rules mentioned in the Fee Book will be applicable. Payment done using Credit Card/ Debit Card/ Net Banking can take 1-2 days to reach the university account. University shall not be responsible for the delay in the deposition of the fee or if payment gets rejected due to any reason.
- No exemption will be provided for the fine by the University if the fee is not deposited before the last date of submission. It is advised to make payment before the last date.

**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 User 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:

- In case the Bank Account appears to be debited, ensure that he/ she does not make the payment twice and immediately thereafter contact the University via e-mail or any other mode of contact as provided by the University to confirm payment.
- In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment.
- However, the User agrees that under no circumstances the University shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to the University. No communication received by the University in this regard shall be entertained by the management of University.

The University and the Payment Service Provider(s) assume no liability whatsoever for any monetary or other damage suffered by the User on account of:

- The delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway or Services in connection thereto; and/ or
- Any interruption or errors in the operation of the Payment Gateway.



The User agrees, understands and confirms that his/ her personal data including without limitation details relating to debit card/ credit card transmitted over the Internet may be susceptible to misuse, hacking, theft and/ or fraud and that the University or the Payment Service Provider(s) have no control over such matters.

Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by the User, the University does not represent or guarantee that the use of the Services provided by/ through it will not result in theft and/or unauthorized use of data over the Internet.

The University, the Payment Service Provider(s) and its affiliates and associates shall not be liable, at any time, for any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communications line failure, theft or destruction or unauthorized access to, alteration of, or use of information contained on the Website.

The Service is provided in order to facilitate access to view and pay Fees online. The University or the Payment Service Provider(s) do not make any representation of any kind, express or implied, as to the operation of the Payment Gateway other than what is specified in the Website for this purpose. By accepting/ agreeing to these Terms and Conditions, the User expressly agrees that his/ her use of the aforesaid online payment Service is entirely at own risk and responsibility of the User.

## **Refund/Cancellation Policy:**

- If the payment is deducted from the account and not reflected in the university account but the payment gateway confirms the settlement of the amount to the university's account, it may take 7-10 working days for the amount to get credited to the university's account and ERP receipt would be generated accordingly.
- If the payment is made more than one time, the additional amount will be refunded once the university receives payment. It may take 7-10 working days for the refund process to get completed.
- If the candidate faces any other issue while making the payment, he/ she must directly contact the university.

**Refund for Chargeback Transaction:** In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach the University with his/ her claim details and claim refund from the University alone. Such refund (if any) shall be effected only by the University via payment gateway or any other means as the University deems appropriate. No claims for refund/



chargeback shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

**Refund for fraudulent/duplicate transaction(s):** The User shall directly contact the University 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 the University in line with their policies and rules.

### **Debit/Credit Card, Bank Account Details**

1. The User agrees that the debit/credit card details provided by him/ her for use of the aforesaid Service(s) must be correct and accurate and that the User shall not use a debit/ credit card, that is not lawfully owned by him/ her or the use of which is not authorized by the lawful owner thereof. The User further agrees and undertakes to provide correct and valid debit/credit card details.

2. The User may pay his/ her fees to the University by using a debit/credit card or through an online banking account. The User warrants, agrees and confirms that when he/ she initiates a payment transaction and/or issues an online payment instruction and provides his/ her card / bank details:

- The User is fully and lawfully entitled to use such credit / debit card, bank account for such transactions;
- The User is responsible to ensure that the card/ bank account details provided by him/ her are accurate;
- The User is authorizing debit of the nominated card/ bank account for the payment of fees selected by such User along with the applicable Fees.
- The User is responsible to ensure sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the payment of the dues payable or the bill(s) selected by the User inclusive of the applicable Fee.

### **Privacy Policy**

The privacy of the personal information of every candidate is important and the university shall safeguard the privacy of every student. The privacy policy of the university covers how the information is used which is collected during your visit to our website or when you are availing of our service, also when any third party shares the information with us.



# VIVEKANANDA GLOBAL UNIVERSITY

(ESTABLISHED BY ACT 11/2012 OF RAJASTHAN GOVT. COVERED U/S 2(F) OF UGC ACT, 1956)

RECOGNISED BY UGC, COUNCIL OF ARCHITECTURE (COA), BAR COUNCIL OF INDIA, PHARMACY COUNCIL OF INDIA (PCI) AND ALL INDIA COUNCIL FOR TECHNICAL EDUCATION (AICTE) FOR CONSTITUENT COLLEGE (PROVISIONAL MEMBER OF AIU)

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## Information Collection and Usage

We collect personal information during the registration process on the website, pages, or when any service is availed. The information is also collected from third parties. The information collected includes Name, Email address, Zip Code, Occupation, and personal interests. When you register yourself on the website, you will not be anonymous to us anymore.

We collect personal information for the following:

- To show you content as per your requirements
- To provide you with the best services
- To get in touch with you for the service that you want to avail.

We also get information from the server logs which are collected using the IP address, cookie information, and the pages requested. This information will not be used for identification purposes.

We do not share or sell the personal information of any user to a third party without his/ her consent.

## Changes to the Privacy Policy:

This Privacy Policy is subjected to modification and changes from time to time. These changes will be notified and posted here to update about every change.

**Contact us** for any query or information regarding the admission process of the university at the following:

**Email:** admission2021@vgu.ac.in

**Phone:** +91-7428512315