

# Refund Policy

## Introduction

The All India Diploma Engineers and Officials Association (AIDEOA) is committed to transparency and fairness in managing membership fees and donations. This policy outlines the circumstances under which refunds may be issued.

## Understanding the Membership Period

AIDEOA membership (INR 200/-) follows an annual cycle from *April 1st to March 31st*, as defined in the AIDEOA constitution (Clause 5). Regardless of the date of application, membership is valid from the application processing date until the following March 31st.

## Refundable Fees

If a user mistakenly overpays during a donation, they can request a refund by completing the refund request form available on the Contact Us page. Once the form is received, AIDEOA will take action to verify payment details within **48 hours**. After verification, the excess amount will be refunded to the user's provided account number or UPI ID. The refund process may take up to **30 business days** to complete, depending on bank or payment provider processing times.

## Non-Refundable Fees

AIDEOA follows a strict *non-refundable policy* for membership fees and donations. This ensures the organization's financial stability and supports the continuation of initiatives for our members.

## Exceptions to the Non-Refundable Policy

While refunds are generally not allowed, the following exceptions apply:

1. **Duplicate Payments:** If you accidentally make a duplicate payment, AIDEOA will refund the excess amount upon receipt of documentation supporting the claim.
2. **Membership Cancellation Before Processing:** If a membership application is canceled before processing, a full refund will be issued.
3. **Special Circumstances:** AIDEOA may consider refunds in unique, extenuating circumstances on a case-by-case basis.

## How to Request a Refund

If you believe you qualify for a refund based on the exceptions above, please submit a formal request by contacting AIDEOA through the designated support channel. Your request should include:

1. Your full name
2. Contact information (phone number and email)
3. A clear explanation of the refund request
4. Supporting documents (e.g., proof of duplicate payments)

Refund requests must be submitted within **30 days** of the payment to be eligible for review.

## Refund Method and Bank Charges

Refunds will typically be issued to the original payment method, such as the account number or UPI ID provided. In some cases, if the original payment method is unavailable, AIDEOA may request additional details to process the refund. Please note that **bank charges or transaction fees** associated with the refund, if any, will be deducted from the total refund amount.

## Processing Time

AIDEOA will take action on your refund request within **48 hours** of receipt. After that, the verification process will be completed, and if approved, refunds will be credited to the original payment method within **30 business days**. Members will receive an email notification confirming the completion of the refund process.

## **Additional Considerations**

1. **Late Applications:** Memberships applied for late in the year (e.g., December) will still expire on March 31st, in line with the annual membership cycle. For full benefits, we recommend applying earlier in the cycle.
2. **Communication:** To avoid misunderstandings, please review this policy and membership cycle details carefully before applying or donating.