

Refund & Cancellation Policy

Studien College – Higher Education Consultants

(Previously known as Emergel Interactive Pvt. Ltd.)

1. Applicability

This Refund & Cancellation Policy applies to all products, service packages, consultancy plans, digital offerings, application services, and verticals offered by Studien College – Higher Education Consultants, unless stated otherwise in writing.

2. Eligibility for Refund

A refund may be considered only if Studien College has missed an agreed deadline due to internal reasons or there is a material breach of service commitment by an authorized representative. Refund approval is solely at the discretion of Studien College.

3. Non-Refundable Situations

Refunds will not be provided for change of mind, third-party delays, university or visa decisions, incomplete information provided by the client, abandoned processes, promotional offers, or services already rendered. All services are provided on an 'as-is' basis.

4. Exchange Policy (No Refund – Exchange Only)

If a request is made due to change of mind, no monetary refund will be issued. Clients may request an exchange for a service of equal or lower value within 120 days from the purchase date, subject to approval.

5. Non-Refundable Fees

Consultancy fees, administrative charges, application fees, visa fees, test registration fees, courier charges, taxes, and statutory levies are non-refundable under all circumstances.

6. Refund Processing Timeline

Approved refunds will be processed within 30–45 working days via the original payment method. Transaction or banking charges may be deducted.

7. Special Programs / Verticals

Certain premium services or third-party programs may have separate refund terms which shall prevail if communicated separately.

8. How to Raise a Refund Request

All refund or exchange requests must be submitted in writing with supporting documents to connect@studiencollege.com and ceo@studiencollege.com.

9. Policy Amendments

Studien College reserves the right to amend this policy at any time without prior notice. The latest version will be applicable.

10. Governing Law

This policy shall be governed by and interpreted in accordance with the laws of India.