**TERMS AND CONDITIONS OF BILL PAYMENT SERVICE**  
  
PAYMENT AUTHORIZATION AND PAYMENT REMITTANCE  
  
The Service will use its best efforts to make all your payments properly. However, the Service shall incur no liability if the Service is unable to complete any payments initiated by you because of the existence of any one or more of the following circumstances:

* If, though no fault of the Service, your Payment Account does not contain sufficient funds to complete the transaction or the transaction would exceed the credit limit of your overdraft account;
* The payment processing centre is not working properly and you know or have been advised by the Service about the malfunction before you execute the transaction;
* The transaction interrupted due to network error where your account gets debited but Atom has put payment on hold. In these cases you may please contact Fee App team to check on settlement from Atom / Refund by our banks ( Confirmation will be made by School in a week’s time)
* You have not provided the Service with the correct Payment Account information, or the correct name, address, phone number, or account information for the Payee; and/or,
* Circumstances beyond control of the Service (such as, but not limited to, fire, flood, or interference from an outside force) prevent the proper execution of the transaction and the Service has taken reasonable precautions to avoid those circumstances. Provided none of the foregoing exceptions are applicable, if the Service causes an incorrect amount of funds to be removed from your Payment Account or causes funds from your Payment Account to be directed to a Payee which does not comply with your Payment Instructions, the Service shall be responsible for returning the improperly transferred funds to your Payment Account, and for directing to the proper Payee any previously misdirected transactions, and, if applicable, for any late payment related charges.

**Refunds & Cancellation:**  
  
For all Refunds & Cancellation related queries, please contact [pro@omegaschools.org](mailto:pro@omegaschools.org) or [accountsmgr@omegaschools.org](mailto:accountsmgr@omegaschools.org)

For Payment related queries contact feeapp.support@omegaschools.org