

1. Terms and Conditions

Introduction

Welcome to VFSTR (“we,” “our,” “us”). By using our website, services, or making payments through our online platform, you agree to the following Terms and Conditions. Please read them carefully.

Scope of Services

We provide educational services, registration, online fee collection.

User Responsibilities

- You agree to provide accurate and complete information while making payments.
- You agree not to use our website for unlawful or fraudulent activities.

Payments

- All fees are payable in Indian Rupees (INR).
- Payments are processed securely through our authorized payment gateway partner, Worldline.
- We are not responsible for delays, errors, or failures arising from issues outside our control, including gateway/network failures.

Limitation of Liability

We are not liable for indirect, incidental, or consequential damages resulting from the use of our services.

Governing Law

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes shall be subject to the exclusive jurisdiction of courts in Hyderabad

2. Privacy Policy

Commitment to Privacy

We value your privacy. This policy explains how we collect, use, and safeguard your personal information.

Information Collected

We may collect your name, contact details, email address, and transaction-related information. Sensitive payment information is processed securely by our payment gateway (Worldline) and is not stored on our servers.

Use of Information

The information collected is used to:

- Process your payments and provide services.
- Communicate important updates or confirmations.
- Comply with legal and regulatory requirements.

Data Security

We adopt appropriate security measures to protect your personal information.

Disclosure of Information

We do not sell, trade, or rent users' personal information. Data may be shared only with regulatory authorities if required under law.

Contact

For privacy-related concerns, please write to us at fo_hyd@vignan.ac.in.

3. Cancellation Policy

- Cancellation requests must be submitted in writing to fo_hyd@vignan.ac.in within **24 hours** of making the payment.
 - Cancellations are not permitted for services/products already availed or for categories specifically marked “non-cancellable” (e.g., examination fees, digital services).
 - All cancellation requests are subject to review and approval by our administration.
-

4. Refund Policy

- Refunds are permitted only in cases of:
 1. Duplicate payments, or
 2. Approved cancellations as per our Cancellation Policy, or
 3. Non-delivery of service due to our error.
- Refunds will be made to the original payment source only (no cash refunds).
- Processing time: **7–10 working days** from the date of approval.
- Convenience fees, if charged by the payment gateway, may be non-refundable.