

## 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

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## 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](mailto:fo_hyd@vignan.ac.in).

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## **3. Cancellation Policy**

- Cancellation requests must be submitted in writing to [fo\\_hyd@vignan.ac.in](mailto: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.
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## **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.