

T.A. MARRYSHOW
COMMUNITY COLLEGE



T. A. Marryshow Community College **Online Payment Policy- Cancellation and Refund**

Scope of the Policy

This policy outlines the terms under which cancellations and refunds for online payments will be processed by T. A. Marryshow Community College.

Policy Updates

Annually on the anniversary of the policy's operational date.

Purpose of Policy

To outline the terms under which cancellations and refunds for online payments will be processed.

Version Control

No. 001

Approved By

The Council of the T. A. Marryshow Community College

Date Approved

March 27, 2025

Terms and Conditions

This Cancellation and Refund Policy outlines the terms and conditions under which cancellations and refunds for online payments will be processed. By making an online payment, you agree to the terms outlined below.

1. Cancellations

In compliance with financial regulation legislations (e.g. Proceeds of Crime Act 2018), the College has the right to cancel and/or to report suspicious transactions on the Platform to the relevant commission. The College also reserves the right to cancel a transaction for other valid reason(s).

Request for Cancellation: If you wish to cancel your service or order, you must submit a cancellation request via email to finance@tamcc.edu.gd within twenty-four (24) hours of completing payment.

Approval of Cancellation: Cancellation requests will be reviewed, and approval will be communicated to you within three (3) business days.

Non-Cancellable Services: Certain services or products may not be eligible for cancellation. This includes but is not limited to digital downloads and courses or services already accessed.

2. Refund Eligibility

Subject to the general refund policy of the T. A. Marrayshow Community College, refunds may be available provided that the service/product has not been delivered or utilised .

Non-Refundable Fees: Processing fees, convenience fees, or any other service charges are non-refundable.

Partial Refunds: In certain cases, a partial refund may be provided. These cases include but are not limited to partial use of service and partial delivery of courses.

3. Refund Process

Refund Request: To initiate a refund, please complete a Refund Form which may be found on the College's webpage- <https://www.tamcc.edu.gd/forms/>

Processing: Approved refunds will be processed via cheque payment or bank transfer and subject to bank processing fees which will be your responsibility.

4. Changes to Policy

We may update or modify this Policy at any time. Changes will be posted on our website, and it is your responsibility to review the Policy periodically. Continued use of the online payment service after changes are posted constitutes acceptance of the revised terms.

5. Contact Us

If you have questions or concerns about this Cancellation and Refund Policy, please contact us at:

T. A. Marryshow Community College

Tanteen, St. George

finance@tamcc.edu.gd

473-440-1389