Enderun
PRIMARY SCHOOLS
Learning Today Leading Tomorrow

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REFUND PROCESS

WHEN WE MAY PROCESS A REFUND

- Verified annual fee overpayment or credit balance after account reconciliation.
- A duplicate payment received for the same learner account or charge.
- A payment made incorrectly to Enderun Primary School.
- Unused advance fees after lawful withdrawal or contract termination, subject to the signed contract, notice requirements and account reconciliation.
- A paid place or chargeable service that the School is unable to provide.
- An enrolment application declined by the School, for amounts that are refundable.
- A valid contractual or statutory cooling-off, cancellation or other refund right.

COMPULSORY DOCUMENTS

- Completed and signed refund request stating the learner's full name, grade and refund reason.
- Copy of the payer's ID. Companies or sponsors must provide registration details and written authority.
- Proof of payment and a bank statement showing the payment leaving the original account.
- Bank confirmation or statement showing the verified account details for the refund.
- Written consent from the original payer for any permitted third-party recipient.

IMPORTANT CONDITIONS

- The application fee is normally non-refundable once processing has begun, except for duplicate or incorrect payment or where law requires otherwise.
- Any verified credit is first reconciled against fees and charges lawfully due on the learner account.
- Approved funds normally return through the original payment route or to the verified original payer.
- No cash refunds are issued. Card-originated payments follow the authorised payment processor's rules.
- First-month or reserved-place fees are handled under the signed contract and applicable law.