

ONLINE PAYMENT TERMS

Online Fee Policies

Privacy Policy:

EISB considers the protection of your personal information important and shall take necessary care to safeguard your privacy. **The students' data is saved securely and every step is taken by us to keep the data safe and out of reach of any unauthorized user.**

If you decide to access the website, your visit and any dispute over privacy is subject to this Privacy Policy and Our Terms and Conditions of use. Our Policy regarding the collection, use and disclosure, if any, of personal information is very strict and we adhere to the best of practices to guard your personal information with care.

Terms and Conditions for Online Fee Submission:-

Online transaction charges are not part of the Fee. The following transaction charges shall be applicable as may be **applied by the gateway service provider. We have endeavored to keep the charges to the minimum and in line with the RBI policies in this regard.**

All Fee rules as given in the **"Fee Policy / Form C"** and other communication in this regard shall remain applicable.

The Fee deposited through Credit Card/Debit Card/Net Banking will normally reach the account **of the institution** after 1-2 days **of the transaction being executed online.** It is the sole responsibility of the candidate to ensure that fee is deposited well in time. **The institution** shall not be responsible for any fee payment not settled due any reason **whatsoever.** The **institution** shall **also** not be responsible, if **any online** payment is refused or declined by the credit/debit card supplier for any reason **whatsoever.** **The institution shall, on its part co-ordinate with the service provider to resolve the payment issues. However, the institution shall not be responsible for the transaction in any manner whatsoever and shall reserve all rights to recover the fees as applicable.**

The institution does not warrant the availability of online Fee Payment System and will not be responsible for fine exemption if the last day student fee transition fails. We strongly advise that the fees **being paid** through **either the** Offline or Online Payment System be made well before the last fee day **to avoid late payment charges/penalty.**

Refund / Cancellation Policy :

Technical issue

*In case of any technical issue due to which the payment gets deducted from the payer's account and does not show in our official ERP, the payment gateway service **may take 3 to 4 working days in normal circumstances and in case there is an issue it may take 10 days or more to be resolved by the service provider before the payment is confirmed and settlement is done.** Thereafter the institution account receives the payment. **The payment should normally reflect in our ERP as stated above post which the receipt will be issued.***

The above will apply in respect of the fees paid vide cash/cheque/demand draft as well.

Multiple Payments Case:

*If **there are** double payments **that have** happened and the payment gateway service clearly mentions it, the School will refund the payment after **both the payments are received in our bank account.** This should normally take 7-10 working days to reflect in our bank account. Upon both the payments being received in our bank account, the institution will either return the same by way of an account payee cheque or adjust the amount to the next fee installment as per Payers request.*

The above will apply in respect of the fees paid vide cash/cheque/demand draft as well.

Other Payments Case:

In all other cases where there is a discrepancy in the fee paid, the parent has to directly contact the School and the School decision would be final.

Contact Address

EISB

P.O, Singena Agrahara Road, Via Huskur Road, A.P.M.C. Yard, Huskur, Electronic City, Bengaluru, Karnataka 560099

Tel : +91 080 67612222

Website: <https://eisbangalore.edu.in/>

E-Mail: info.bangalore@eis.edu.in

If there is no revert in case of grievance within 7 working days then mail at adminhead.eisb@eis.edu.in

You may contact us during office hours: **Timings:** 10:00 AM to 4:30 PM

Relationship between website and legal name:

EISB is the Institution Name.

Applane by Unthinkable software is the ERP provider. HDFC is the payment gateway provider for online fee payment.