

Refund Policy

To participate in Counselling process, every candidate, irrespective of his category, will have to deposit a **non-refundable** Counselling Fee as mentioned in the Admission Information Brochure. This refund policy is applicable for the cases where payment of fee is made through our payment gateway accessed from this website.

Any successful transaction made through our payment gateway for payment of Counselling Fee will not be refunded under any circumstances. However, Refund will be processed for all failed transactions after due verification.

For cases, where you have received a success confirmation but are not able to register, you are required to contact us at the earliest through Phone or Email, whose details are available on HelpDesk page on this website. We will provide you a quick resolution.

There are 2 scenarios in which a transaction will be termed as failed transaction and refund will be processed:

1. The transactions for which money has been deducted from the customer's account but response has not flown back to payment gateway and subsequently to JAC DELHI, will be automatically processed for refund. For this, payment gateway has enabled auto cancellation process at their end.
2. All transactions in our system are reconciled with payment gateway by T+2 (transaction day + 2) working day (excluding Sundays & holidays) basis. The transactions for which payment gateway has a SUCCESS response from the bank but JAC DELHI did not receive it; a refund is processed within 2 working days from the date of transaction.

Please note in Refund Cases, the Concerned Bank / Credit Card service provider may take 4 - 7 working days to post a credit to your account. This is an automatic process and will be followed in all cases.

JAC DELHI reserves the right to change this refund policy. Such changes shall be effective immediately upon notice, which shall be placed on the website.