

Privacy Policy & Terms of use

1. Introduction & Acceptance

- These Terms and Conditions apply to any person ('User', 'Payer', 'Student', 'Parent', or 'Payee') who makes payments to KJEI's Trinity College of Engineering & Research, Pune, now onwards referred as "Institute" via the online payment gateway, operated via BillDesk or its agents.
- By initiating or completing a payment transaction using the online payment facility (via credit/debit card, net banking, UPI, etc.), the User is deemed to have accepted and agreed to abide by these Terms.
- The Institute reserves the right to amend or modify these Terms at any time; the prevailing version as published on the website / payment portal shall apply.

2. Payment Methods

- Payments may be accepted via credit card, debit card, net banking, UPI or other electronic modes as enabled through BillDesk.
- The User shall ensure that the details entered (card number, expiry date, CVV, bank details) are correct and valid.
- Use of any card or account not lawfully owned by the User or without proper authorization is prohibited.

3. Authorization & Liability

- By making a payment, the User authorizes the Institute (or BillDesk) to debit the specified amount from the selected payment instrument.
- The Institute is not liable for any consequences arising from incorrect or incomplete information supplied by the User.
- The Institute disclaims liability for any loss or damage arising due to delay, failure, or interruption in the payment service or data transmission.

4. Settlement / Receipt of Funds

- Receipt of payment is considered only after the funds are successfully settled into the Institute's account (i.e. cleared funds).
- If confirmation of payment is not received by the User (or by the Institute) within a reasonable period, the User should contact the Institute's accounts / payments office.
- The Institute is not responsible if the payment is rejected or declined by the bank or card issuer for any reason (e.g. insufficient balance, card expiry, network issues).

5. Refunds & Cancellations

- Unless expressly stated, fees paid are non-refundable. (Exceptions may include overpayment, duplicate payment.)
- Any refund, if processed, will be made to the same card / bank account from which the original payment was made.
- Refund processing may take a defined time (e.g. 7-10 working days) after verification.

6. Privacy & Data Security

- Personal and card / bank information supplied by the User is handled by BillDesk or the payment gateway and not shared with the Institute (except in anonymized or reconciled form).
- The Institute and BillDesk do not guarantee complete security of information transmission over the Internet; potential risk of interception / unauthorized access is accepted by the User.

7. Limitation of Liability / Disclaimers

- The Institute shall not be liable for any indirect, incidental, consequential, punitive or special damages, losses of income, loss of data, or loss of goodwill arising out of or in connection with the payment service.
- The Institute do not guarantee uninterrupted, error-free operation of the payment facility.
- In no event shall liability exceed the amount of the payment transaction at issue.

8. Disputes & Chargebacks

- If a dispute arises (for example, the User claims the payment was not intended or not delivered), the User must raise the issue with the Institute's accounts / payments office within a stipulated time (e.g. 7 days).
- The Institute may follow internal dispute resolution, or arbitration, as per applicable law.

9. Governing Law & Jurisdiction

- These Terms are governed by the laws of India.
- Any dispute arising out of or in relation to these Terms or the payment facility shall be subject to the jurisdiction of courts in Pune, Maharashtra.

10. Privacy Policy

- Personal information, such as your name, address, telephone number, payment information and email address, will be collected and stored for organization-wide use and IRS purposes.
- We will not sell, trade or share your personal information, collected on the website or through any other business activities with anyone else or any other organizations. We will not share your personal information unless you give us specific permission to do so.

11. Miscellaneous

- If any clause is found invalid or unenforceable, the remainder of the Terms shall remain in force.
- The Institute reserves the right to decline any online payment if the User or account is in default.