



# ENDEAVOUR GLOBAL SCHOOL, SILIGURI

CISCE AFFILIATION: WB 490

## FEDENA ONLINE PAYMENT

### TERMS and CONDITIONS:

Procedures to be followed during online payments through this site.

Once "Pay Now" - Option is selected you will be directed to ATOM payment gateway for payment through NET BANKING or DEBIT / CREDIT CARD / UPI. You can choose the desired payment option and proceed.

Payment process normally takes a few seconds to a minute and once the payment is successful, you will get a PAYMENT CONFIRMATION SLIP in your email and can also be downloaded from the portal.

In case the payment is not successful due to any reason you will get a display on the status of failure in payment.

If none of the above two happens, and there is heavy delay in response from the system - if you have not given any BANK or CC / DC particulars, you may proceed from the beginning by fresh login and start the payment process again.

In case you have given all the DEBIT / CREDIT card details or NET BAKING authorization for payment, and have not got any response, please check with your bankers or Credit Card Company and see if your account is debited. If your bank account/CC is debited, please do not make any attempt to pay again. Student account will be credited automatically and you will get the receipt upon confirmation from bank.

However, if your account is not debited in the bank, you have to make the payment and get PAYMENT SUCCESSFUL confirmation.

Please make a note of Reference/Transaction number for any future verification/follow-up.

### Privacy Policy

The details provided by you shall be utilized only for the purpose of receiving the payments to be made by you to the Institution. All data shall be kept secure, and shall not be divulged to anyone or utilized for any other purpose.

Institution website or this website will not capture or store any Card data or Net banking data.



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## Late Fee Charges

A late fee will be applicable if payment is not made by the due date.

Late fee amounts and structure (per day basis) will be determined by the school and may vary from time to time.

Continued non-payment may result in additional penalties, or other administrative actions as per school policy.

## Cancellation/Refund Policy

There is no cancellation option for the end users after fees payment is made.

No chargeback or no refund will be permitted for fees paid through online payment system.

In case of any duplicate payment, end user has to approach the accounts department with proof of excess payment, transaction reference no., bank statement etc. for suitable action by accounts office.

Transaction charges paid by the user is not refundable even in case of duplicate or excess payment.

**IMPORTANT:** By submitting a payment through the online-payments site you are agreeing to these terms and conditions including any updated changes in terms and conditions from time to time through our website.

| Payment Mode                               | Transaction Charges                                          | Convenience Fee Borne By Customers |
|--------------------------------------------|--------------------------------------------------------------|------------------------------------|
| <b>Net Banking Charges</b>                 | Rs. 20 + Rs. 3 Platform Charges + 18% GST ( per transaction) | Yes                                |
| <b>Credit Card (Visa/Master/Rupay)</b>     | 1.15% + Rs. 3 Platform Charges + 18% GST ( per transaction)  | Yes                                |
| <b>Debit Card (RuPay/International)</b>    | NIL + Rs. 3 Platform Charges + 18% GST ( per transaction)    | Yes                                |
| <b>Debit Card (Visa/Master) below 2000</b> | 0.40% + Rs. 3 Platform Charges + 18% GST ( per transaction)  | Yes                                |
| <b>Debit Card (Visa/Master) above 2000</b> | 0.90% + Rs. 3 Platform Charges + 18% GST ( per transaction)  | Yes                                |
| <b>UPI / GPAY</b>                          | NIL + Rs. 3 Platform Charges + 18% GST ( per transaction)    | Yes                                |