

## 2. Refund & Cancellation Policy

### General Policy

MKVP processes fee payments on behalf of the respective educational institution. All refunds are handled according to institutional policies.

### Failed Transactions

If a payment fails but the amount is deducted from the user's bank account, the amount is usually **automatically refunded by the bank within 5–7 working days.**

### Duplicate Payments

If a user accidentally makes multiple payments for the same fee:

- The duplicate payment will be verified by the institution.
- After verification, the refund will be processed within **7–10 working days.**

### Cancellation of Payment

Once a payment is successfully processed, cancellation may not be possible through the portal. Users must contact the institution's accounts department for further assistance.

### Refund Processing

Refunds, if applicable, will be credited back to the **original payment method** used during the transaction.

### Contact for Refund Requests

Students or parents should contact the institution's administrative or accounts office for refund-related queries.