REFUND AND LIABILITY PROVISIONS

EduPro Study Agency

At a glance: no agency service fee is payable before successful admission. Full payment is due only after you have received your official Admission Letter and, where applicable, your JW202. Final decisions on admission, scholarships and visas belong to universities and government authorities, not to the agency.

1. Refund Policy

1.1 Agency Service Fees

EduPro Study Agency operates on a student-friendly payment policy. No agency service fee is payable before successful admission in accordance with the Student Service Agreement. Full payment becomes due after the student has received both the official Admission Letter and the official JW202 document, where applicable.

Once the agency service fee has been paid, any refund request shall be assessed based on the circumstances of the case, the services already performed, and the terms of this Agreement.

USD 800–1,200 – Payment is required only after issuance of the Admission Notice and JW202 / applicable study confirmation documents. The exact fee depends on the chosen academic program and the scholarship obtained.

1.2 Non-Refundable Services

Where EduPro Study Agency has already performed agreed services, including university selection, application submission, document processing, admission coordination, or other administrative support, the reasonable value of services already delivered may be deducted from any refund, subject to applicable law and the terms agreed with the student.

1.3 Rejection of Admission or Scholarship

If a university rejects an application or a scholarship is not awarded, the agency shall not be held responsible for the university's independent decision. Any refund of agency fees, if applicable, shall be determined according to the written agreement and the specific circumstances of the case.

1.4 Student Withdrawal or Failure to Proceed

If a student voluntarily withdraws, changes their study plans, fails to provide required documents, or decides not to proceed after services have been delivered, any refund shall be assessed in accordance with the services completed and applicable refund terms.

1.5 Visa Refusal

EduPro Study Agency does not guarantee visa approval. Visa decisions are made by the relevant embassy, consulate, or immigration authority. In cases of a visa refusal the student is refunded 100% of agency service fees. Any refund shall be assessed under this Agreement and applicable law.

1.6 Third-Party Payments

Payments made directly to universities, accommodation providers, insurance companies, visa centres, embassies, or other third parties are subject to the respective provider's refund policies. EduPro Study Agency cannot guarantee the refund of such payments and shall assist with communication where reasonably possible.

1.7 Agency Failure to Deliver Agreed Services

If EduPro Study Agency materially fails to provide a service expressly agreed in writing, the student may submit a written complaint requesting a review and, where appropriate, a refund or other reasonable remedy in accordance with this Agreement and applicable law.

1.8 Refund Requests and Processing

All refund requests must be submitted in writing with supporting documents. EduPro Study Agency shall review the request and communicate its decision and any applicable refund amount within a reasonable period. Any approved refund shall be processed within a reasonable timeframe, subject to verification and payment-provider requirements.

2. Limitation of Liability

2.1 Nature of Agency Services

EduPro Study Agency provides educational consultancy, application assistance, admission guidance, and related administrative support. Final decisions concerning admission, scholarships, visa issuance, residence permits, and enrolment are made by universities and the relevant government authorities.

2.2 No Guarantee of Outcomes

Although EduPro Study Agency will make reasonable efforts to provide accurate and professional assistance, it does not guarantee admission to a particular university, scholarship funding, visa approval, residence permission, or any specific academic or financial outcome unless expressly confirmed in a separate written agreement.

2.3 Student Responsibilities

The student is responsible for providing accurate and authentic documents, meeting deadlines, satisfying university requirements, paying applicable third-party fees, and complying with visa, immigration, and university regulations. EduPro Study Agency shall not be responsible for losses directly caused by the student’s false information, omissions, failure to meet deadlines, or non-compliance.

2.4 Third-Party Decisions and Actions

EduPro Study Agency shall not be liable for independent decisions, delays, errors, policy changes, service interruptions, or actions of universities, scholarship bodies, embassies, immigration authorities, accommodation providers, or other third parties, except to the extent that the loss results from the agency’s own breach of its obligations or other conduct for which it is legally responsible.

2.5 Changes and Unforeseen Circumstances

University policies, scholarship availability, tuition fees, admission schedules, visa requirements, and immigration procedures may change without notice. The agency shall communicate material changes when reasonably practicable but cannot guarantee that third-party policies or timelines will remain unchanged.

Acknowledgement

By signing this Agreement, the student confirms that they have read and understood the Refund and Liability Provisions, had the opportunity to ask questions, and agree to the terms, subject to applicable law.

STUDENT

STUDENT FULL NAME

PASSPORT NUMBER

STUDENT SIGNATURE

DATE

EDUPRO AUTHORIZED REPRESENTATIVE

REPRESENTATIVE NAME

SIGNATURE

DATE

How to sign: type in the boxes above, or print, sign by hand and take a clear photo. Then send the completed pages to EduPro on WhatsApp.