

## **Refund Policy**

By making payment to MENDAKI for the tuition fees in respect of the Mendaki Tuition Scheme (MTS) or Collaborative Tuition Programme (CTP), you agree to be bound by MENDAKI's payment and refund policy below.

MENDAKI reserves the right at any time to modify or discontinue, temporarily or permanently, any payment method without notice or assigning any reason. You shall be solely responsible for any payment made to MENDAKI (including ensuring the timeliness, accuracy and completeness of all sums paid to MENDAKI). For the avoidance of doubt, MENDAKI shall not be liable to refund or to reverse any payment that you have made as a result of your own error or negligence.

MENDAKI adopts a strict no refund policy of fees paid for the MTS or the CTP regardless of the method of payment. MENDAKI may, at its sole and absolute discretion, consider the refund of any fees paid in certain limited and exceptional circumstances. Any such refunds (if granted) may, at MENDAKI's sole and absolute discretion, be pro-rated and/or subject to deductions for any administrative costs and expenses incurred by MENDAKI in processing such refund. Any refund (if granted) will be processed within 30 working days. Any queries relating to refunds or delayed refunds should be directed to the MTS Hotline or [mts@mendaki.org.sg](mailto:mts@mendaki.org.sg).