Refund Terms & Conditions and Procedure

1. Refund Administration Fee applies for every refund application.
2. Refund application must be made in writing by completing the Refund Application Form and must be accompanied with valid reason. Any decision relating to refund will be made at the sole discretion of SAA-GE and that shall be final.
3. Processing time of refund application is seven (7) working days from the complete receipt of the supporting documents. Refund application received after 12pm is considered as submission on the next working day.
4. Original receipt must be presented for Refund Application.
5. Continuing Student Discount (if applicable) will be deducted in apportion to each paper withdrawal.
6. Refund will be made via the following mode of payment:
   - Crossed Cheque will only be made in Student’s Name.
   - Telegraphic Transfer will only be made to Student’s bank account. Charges arising from the telegraphic transfer from the destination’s bank will be borne by the student.
   - Request for reissuance of cheque (due to expired cheque, error in details provided by student, lost of cheque, etc.) will be treated as a new refund application, i.e. Refund Administration Fee applies.
   - Bank charges (if applicable) is borne by the student
7. Student must collect the refund personally from the school with their Student’s Pass or Identification Card for verification. Student may authorise a 3rd party to collect on their behalf by way of authorisation letter.