



Refund and Withdrawal Policy

Department of Quality Assurance and Institutional Development





Last Updated: April 1, 2025

1. Introduction

Vertex University is committed to maintaining a fair, transparent, and student-centered financial policy that protects the rights of learners while supporting the sustainability of academic services in a fully digital environment.

This policy outlines the official procedures and financial implications related to academic withdrawal—whether voluntary or administrative—and the corresponding eligibility for tuition fee refunds.

The framework adheres to internationally recognized standards in digital higher education, and is designed to:

- Ensure consistency and clarity in handling withdrawal requests
- Define eligibility and timeframes for partial or full refunds
- Balance institutional obligations with student support considerations

All students are encouraged to review this policy carefully before initiating a withdrawal request. Specific timelines, refund percentages, and procedural requirements are detailed in the sections that follow.

2. Scope of Application

- This policy applies to all students enrolled in undergraduate, postgraduate, or any standard academic program offered by the University.
- It does not apply to short courses or non-degree training programs unless otherwise specified under a separate policy.

3. Definitions

Term	Definition
Student	Any individual officially enrolled in one of the University's academic programs.
Academic Term	The scheduled period defined in the academic calendar that covers the student's enrollment.
Withdrawal	The act of discontinuing studies in a particular academic term or permanently leaving the program.
Refund	The monetary amount a student is entitled to receive based on the timing of their official withdrawal.



4. Student Right to Withdraw

- Students have the right to withdraw from an academic program or a specific academic term, provided they submit an official request through the academic portal or designated email.
- Students must comply with the official withdrawal deadlines outlined in the University's academic calendar.
- Merely ceasing to attend lectures or accessing the platform does not constitute an official withdrawal.

5. Tuition Refund Schedule

Timing of Withdrawal	Refund Percentage
Before the start of the academic term	100%
During Days 1-2 of the term	75%
During Days 3-4 of the term	50%
After Day 4 of the term	No refund

The registration fee (USD 100) is non-refundable under all circumstances.

6. Refund Request Procedure

1. Submit an official request to: finance@vertexuniversity.edu.eu
2. Attach the following documents:
 - Signed withdrawal form
 - Proof of payment
 - Bank account details or original payment method used
3. The request will be reviewed within 10 business days
4. Approved refunds will be processed within 15 business days of approval
5. Refunds will be issued to the same account or method used for the original payment

7. Humanitarian -Based Exceptions

In emergency situations such as:

- Chronic illness
- Death in the immediate family
- Security issues or natural disasters

Students may submit a request for an exceptional refund supported by official documentation. All such cases will be reviewed by an independent committee, which will issue a final decision.



8. Academic Impact of Withdrawal

- Possible graduation delay
- Requirement to repeat specific courses
- Reassessment of the student's academic plan
- Student must consult with their academic advisor before re-enrollment

9. General Provisions

- No verbal agreements or undocumented promises will be considered valid
- This policy is subject to annual review
- The current version is effective as of April 1, 2025
- Any disputes are subject to the interpretation of the Finance Department, in coordination with the University's Legal Affairs Office

10. Contact and Inquiries

- For any questions or clarifications regarding the content or application of this policy, students are encouraged to contact the University through the following official emails:

finance@vertexuniversity.edu.eu

tuition@vertexuniversity.edu.eu