

## DOCUMENTATION REFUND POLICY

### 1. OVERVIEW

The documentation refund policy is applicable to students, graduates and early leavers of the University (referred to in this document as *customer*) that have ordered and paid for formal student documentation, be it on-line or via other methods. Documents that currently bear a charge and are included within the remit of this policy, are as follows:

- Academic Transcripts
- Replacement Award Certificates
- Award Confirmation Letters
- DOATAP Award Confirmation Letters

The above list is not exhaustive and is subject to change.

### 2. REFUND PRINCIPLES

2.1 Refunds may be issued at the request of the customer (within 30 days of the order being placed) or the University, and may be issued in full or in-part dependent on the circumstances of each request. Refund requests are individually assessed and will normally be authorised under the following conditions:

- a) Technical error on the part of the Student Documentation Ordering System;
- b) Once payment has been made for document(s) but the customer contacts the Registry to cancel the order before the documentation has been produced.

2.2 Refund requests will normally be **rejected** if the request is made for the following reasons:

- a) The customer claims that s/he was not aware that an Award Certificate and Transcript is available free of charge after graduation (one per student/graduate). This is clearly stated on the Student Documentation Ordering System and on-line results page;
- b) The customer claims that the wrong documents were produced when there is demonstrable evidence to the contrary;
- c) The customer misunderstands the documents s/he required and ordered the wrong ones. The Student Documentation Ordering System gives details of what each document means. The customer is given full opportunity to read the information provided to them on the website;
- d) The customer claims that s/he has received the documents later than published on the Student Documentation Ordering System, or on any of the receipts;
- e) The customer places a refund request more than 30 days after the payment for the documents have been made.

The lists within 2.1 and 2.2 are not exhaustive.

### **3. PROCESS FOR REQUESTING REFUNDS**

- 3.1 Customers requesting a refund should send an email to [documents@essex.ac.uk](mailto:documents@essex.ac.uk) with the subject header REFUND, and explain why s/he would like a refund, the amount the refund should be for, the name of the person who ordered and paid for the documents, the registration number if available and applicable, and the date that the order took place.
- 3.2 Refund requests will be assessed by the Academic Registrar or his/her nominee (normally the Manager of the Documentation Team, based in the Registry, Colchester Campus) in accordance with the refund procedures.

### **4. ADMINISTRATION FEE**

- a) A £5 administration charge will be retained from a refund request. For example, if 3 documents were ordered at the cost of £15, £5 will be retained as the administration fee (unless a refund is being granted as a result of a university error, or at the discretion of the Documentation Team manager).
- b) Refund monies will be off-set against any outstanding student debt held by the customer to the University. Where the outstanding debt is higher than the sum of the refund, no refund will be given but the customer will be notified.

### **5. POLICY REVIEW**

This policy is reviewed annually in order to assess its suitability.

### **Documentation Team**