

### **Terms and Conditions for online Payment Gateway:**

Detailed instructions are given in the login page of the web payment as to the procedure to be followed in case of completed transaction and payment confirmation slip received and also failed transaction. Please follow the instruction carefully.

### **Procedures to be followed during online payments through this site**

Once "Pay" - Option is selected you will be directed for payment through Actual mode Net Banking / Debit / Credit Card / UPI etc., you can choose the desired payment option and proceed.

Payment process normally takes a few seconds to a minute and once the payment is successful, you will get a Payment Confirmation Slip and the Consumer has to keep the same for reference.

In case the payment is not successful due to any reason you will get a display on the status of failure in payment.

If none of the above two happens, and there is heavy delay in response from the system - if you have not given any Bank or CC / DC particulars, you may proceed from the beginning and start the payment process again.

In case you have given all the Debit / Credit / UPI / Net Banking details authorization for payment, and have not got any response, please check with your bankers or credit card company and see if your account is debited. If your Bank Account/CC is debited, please don't make any attempt to pay again. The Customer Account will be credited automatically and you will get the receipt upon confirmation from bank.

There is also an option to update pending payment in Consumer login under the heading ("Payment Status Updation").

However, if your account is not debited in the bank, you have to make the payment and get Payment Successful confirmation.

Please make a note of Reference/Transaction number for any future verification/follow up.

### **Privacy Policy**

The details provided by you shall be utilized only for the purpose of receiving the payments to be made by you to the Institution. All data shall be kept secure, and shall not be divulged to anyone or utilized for any other purpose.

Institution website or this website will not capture or store any Card data or Net Banking data.

### **Cancellation/Refund Policy**

There is no cancellation option for the end users after fees payment is made.

No chargeback or no refund will be permitted for fees paid through online payment system.

In case of any duplicate payment, end user has to approach the accounts department with proof of excess payment, transaction reference no., bank statement etc. for suitable action by accounts office.

Transaction charges paid by the user is not refundable even in case of duplicate or excess payment.

Important: By submitting a payment through the online-payments site you are agreeing to these terms and conditions including any updated changes in terms and conditions from time to time through our website.

## Disclaimer

A disclaimer may specify mutually-agreed and privately-arranged terms and conditions as part of a contract; or may specify warnings or expectations to the general public (or some other class of persons) in order to fulfill a duty of care owed to prevent unreasonable risk of harm or injury. Some disclaimers are intended to limit exposure to damages after harm or injury has already been suffered. Additionally, some kinds of disclaimers may represent a voluntary waiver of a right or obligation that may be owed to the disclaiming.

Disclaimers vary in terms of their uniformity. Some may vary depending on the specific context and parties involved, while other types of disclaimers may strictly adhere to a uniform and established set of formalities that are rarely or never modified, except under official authority.

Website disclaimer covers the following:

- No warranties
- Limitations of liability
- Exceptions
- Reasonableness
- Other parties
- Unenforceable provisions
- This website disclaimer

The information contained in this website is for general information purposes only. The information is provided by Tamil Nadu Real Estate Regulatory Authority [TNRERA] and while we endeavor to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arise out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Tamil Nadu Real Estate Regulatory Authority [TNRERA]. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Tamil Nadu Real Estate Regulatory Authority [TNRERA] takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.