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www.shermitexglobalacademy.co.za
718 James Crescent, Halfway House, Midrand, 1685

SHERMITEX GLOBAL ACADEMY REFUND POLICY

1. INTRODUCTION

Shermitex Global Academy will only process refunds based on the following criteria:

- Overpayment of fees.
- Duplicate payments received.
- Contract terminated during the year after full fees paid in advance.
- Payment incorrectly paid to Shermitex Global Academy.
- Enrolment application declined by Shermitex Global Academy.
- Enrolment application cancelled after registration.
- Shermitex Global Academy do not process cash/credit card refunds.
- Registration and administration fees are not refundable.
- Uniform, stationery, and library fees are not refundable once orders have been placed.

A parent or guardian or sponsor unable to continue with their child/ren enrolments Shermitex Global Academy due to valid reasons or circumstances beyond their control are entitled to refund as stipulated below:

- A parent or guardian or sponsor who cancels his or her child/ren's enrolment contract by notifying the school in writing.
- A parent or guardian or sponsor who withdraws after his/her child/ren's commencement of classes, is entitled to a full refund of all school fees paid in advance except the current fees due for that period or month. No refund will be considered due to absenteeism of any nature such as being away on holiday, sickness or not turning up for classes
- A parent or guardian or sponsor will only be refunded a net amount after all accounts have been reconciled e.g., uniform, canteen, and library accounts etc. This means that a student cannot be refunded until the accounts are up to date.
- All refunds are payable to the parent/guardian/sponsor except with written notification from the sponsor the case of Trust Funds, Banks or employers of guardians and learner's-will, funds are paid into the account of the named individual or firm.

2. CONDITIONS AND PROCEDURES

The parent or guardian or sponsor may cancel his or her child/ren's enrolment contract by notifying the school in writing.

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NB: No refund will be considered due to absenteeism of any nature such as being away on holiday, sickness or not turning up for classes

Refunds will be made within 15 - 30 working days after requested. No refunds will be processed between the 2nd week of December and 2nd week of January.

The official date of termination or deregistration or withdrawal of a student shall be determined in the following manner:

a. The date on which the school receives notice of the parent's or guardian's or sponsor's intention to discontinue his or her child/ren's learning accompanied by a written notice from the parent or guardian or sponsor and when the compulsory refund documents required are received.

b. The date on which the learner violates published school policies, which concludes in termination.

3. COMPULSORY REFUND DOCUMENTS REQUIRED

Refund requests must be accompanied by all supporting documents. No refund request will be accepted without the required documentation.

- Copy of payer's ID (Company sponsors must supply a consent letter on a company letterhead).
- Copy of proof of payment, and bank statement reflecting payment (bank deposit slips or internet banking payment confirmation).
- Bank confirmation or bank statement reflecting recipient account details.
- For third-party refunds: An emailed consent letter from the individual/third party (e.g., a family member, company, or sponsor) who originally paid the funds into Shermitex Global Academy bank account must be provided.