

# ASTRAL EDUCATION

## TERMS & CONDITIONS

- In the below mentioned T & C, 'we' / 'management' refer to Astral Education™ & its parent company; 'you' refers to the student & his / her guardians; 'material' / 'study material' refers to the notes / books / Xerox which are being provided to you.
- Fees paid by you will be forfeited and will not be refunded / adjusted in any case.
- We have decided to complete your syllabus in 'n' hours with your consent. In case 'n' hrs are over and syllabus is not completed, its sole responsibility will be yours only. We will not continue the classes beyond 'n' hours under any circumstances. Here 'n' refers to the no. of hours or days decided at the time of admission.
- You hereby assure that you are satisfied with the quality and content of material and in case of any dispute you agree to abide with the decision taken by our management. Rule of CAVEAT EMPTOR applies here.
- The study material we provide to you; is provided to us by The Perfect Group, which is an autonomous organization. So we do not take any responsibility about the quality of the material.
- We provide you a collection of study material which is taken from various books and various authors. We may also modify to send it to you. It is not necessary for us to send a new designed / printed material, Xerox copies from books can also be used. Our notes can be Xerox copy of books available in market, or Xerox of hand written notes by various faculties. You can't claim a refund due to quality or quantity of notes or the way they are made available to you.
- In case you do not turn up for 3 classes without any intimation in written or via email; your candidature will be considered cancelled with or without any further notice to you.
- In case the syllabus (decided by management) is completed prior to the decided time, then the batch may be terminated at any time.
- The material provided is just a resource for the exam & does not guarantee to match exact syllabus requirements or doesn't assure of clearance of the UGC NET examination. It is the material which may be taken from various sources & books. We never claim to provide our own material.
- In case you have been offered Pick & Drop facility, we need to tell you that we are not charging anything to you for this facility & hence it is fully on the discretion of management to provide or withdraw the same service with or without any notice or notification to you. The pick and drop can be provided in any vehicle including shared auto rickshaw. The management may also decide to charge for this service as well, which will be notified to you via institute's notice board.
- Syllabus coverage promised to you is just for a rough idea of UGC Syllabus and not what we will cover. However it is not really necessary for us to cover all the topics, especially in Paper-3. The syllabus coverage depends on various factors such as your time of admission, faculty availability, budget available and many more. So it fully on the discretion of management that which all topics will be covered and which will be left.
- The timing told to you is just tentative and can be changed any time with or without prior notice to you.
- Also by signing at the back of this form & by paying the fees you promise to abide with all the terms & conditions mentioned in form, website, above email, brochure, and pamphlets etc which are publically available and can be discussed on your demand as well. In all the disputes decision of Astral Education Academy / Astral Heights Web Solutions Pvt. Ltd. will be full & final and you agree to accept it under all conditions.
- Giving the test is the only responsibility of students, not the institute. So as a student, you need to collect & give test at institute / take home. In classroom coaching the institute is liable to conduct only 5 tests in total, which may also be taken from any books readily available in market.
- In case of Non availability of faculty or inadequate no. of students in a batch, the batch can be terminated on any time without prior notice to anybody on sole discretion of management. The management will take the final decision on refunding the amount to you or not. In case you are being entitled for the refund, the amount or % will be decided by the management only, and shall be binding to you as well.
- We are hereby promising you to cover the syllabus which we feel is necessary for the preparation of exam, however if we think or wish or decide that a particular topic / unit / subject / elective / paper is not necessary or is not feasible to be done in class, we may decide to not provide coaching for it & you cannot coerce us for it. We will also not be liable for any kind of compensation / refund for it.
- We try to bring in the NET / JRF / Ph. D. qualified faculty for you; however it is not necessary that classes will be taken by the faculties who are only having these level of qualification.
- We try to bring the best possible faculty to you in the available resources. However you are not supposed to make any perception / pre conceived notions about the faculty. Even you will not be given any extra class / refund, if you are not satisfied in any manner by faculty, their teaching / methodology / qualification or topics taught.
- We are not liable to provide you with any doubt session, as we believe you have done your PG degree & have base knowledge of your subjects. All the classes just give you an overview of What to cover and doesn't guarantee in-depth or conceptual coverage of syllabus.
- In case of any dispute, the court jurisdiction will be of Bhiwani (Haryana) only & the maximum penalty if applicable will be of refunding the fee amount to you. Nothing will be paid for the time wasted, harassment, mental trauma etc. or opportunities forgone due to the quality of classes, material or delay in the delivery of the material.
- In case of any dispute or any grievance you need to notify us in 48 hours of dispute initialization in written with your registration no., name, payment details etc. In case you are unable to do so, no further requests / claims will be entertained.
- The packets / material may get delay due to postal / courier / transit / processing delays.
- In case of incomplete address / wrong address/ loss of material by any reason, we do not have any liability to send it again.
- Fees paid by you will be forfeited and will not be refunded / adjusted in any case.
- If the Courier Company / website of Courier Company is not providing you details about the packet, we are not at all liable to trace that packet for you or provide you any dispatch information about the same.
- You hereby assure that you are satisfied with the quality and content of material and in case of any dispute you agree to abide with the decision taken by our management. Rule of CAVEAT EMPTOR applies here.
- We send you a collection of study material which is taken from various books and various authors, we may also modify to send it to you. It is not necessary for us to send a new designed / printed material, Xerox copies from books can also be used. Our notes can be Xerox copy of books available in market, or Xerox of hand written notes by various faculties. You can not claim a refund due to quality or quantity of notes or the way they are made available to you.
- In case, we are not able to dispatch your material, we may consider the case for a refund (after deducting processing charges of Rs. 1500) which will be refunded after 45 days time only.
- The time required to dispatch material can be 5 to 60 days after realization of payment even if we offered a standard time of 5-8 days in our other postings, depending on the availability of material. In case, the material for your subject is not available, we may send you a Xeroxed / photo stated copy of available books as well.
- If you are looking to receive material by any of your preferred medium, you have to mention it on top of your registration form in capital letters. Also if you are looking for study material in Hindi or any other language other than English then you need to mention the same on top of your registration form.
- This material is just a resource for the exam & does not guarantee to match exact syllabus requirements or doesn't assure of clearance of the UGC NET examination.
- Also by sending us the fees & completed form you promise to abide with all the terms & conditions mentioned in form, website, above email, brochure, and pamphlets etc which are publically available and can be discussed on your demand as well. In all the disputes decision of Astral Education / Astral Education Academy / Astral Heights Web Solutions Pvt. Ltd. will be full & final and you agree to accept it under all conditions.
- In case we are unable to provide you material in your subject, we will send you the material for Paper-1 (Teaching & Research Aptitude Code#00) only and will deduct the fee of the same and hence refund you the balance amount in 45 working days time only.
- We have decided to discontinue the classroom coaching for this semester, due to limited no. of seat availability and only one center. We will be back with a bigger set up this time for classroom coaching.
- In case of any dispute, the court jurisdiction will be of Bhiwani (Haryana) only & the maximum penalty if applicable will be of refunding the fee amount to you. Nothing will be paid for the time wasted or opportunities forgone due to the quality of material or delay in the delivery of the material.
- In case of any dispute or any grievance you need to notify us in 48 hours of courier receiving in written with your order no., name, payment details etc. In case you are unable to do so, no further requests / claims will be entertained.
- In case of Online Classes, you are expected to check the class quality, streaming, software features etc. We cannot guarantee the same in any manner. The minimum speed required for your internet to attend the class is 4MBPS static, if speed is less than this we cannot guarantee proper streaming of the class video. Classes are pre-recorded videos only and there will be no live class at all. Rule of caveat emptor applies. There will be no refund in any scenario. The video links given to you are for individual personal viewing only. Sharing / Downloading / Copying in any manner is strictly prohibited and will attract heavy penalty and legal recourse also. In rare cases, even if refund is allowed that will be on Astral's Value Point system (pro-rata basis) and an administration charge of minimum Rs. 3000 will be deducted.