

Refund Policy

Effective date: 8 June 2026 | Last updated: 8 June 2026

This Refund Policy explains the terms under which fees paid to Olevels.Com School (“the School”, “we”, “us”) may or may not be refunded. By enrolling and making a payment, you accept the terms set out below.

1. All Fees Are Non-Refundable

All payments made to the School — including but not limited to admission fees, registration fees, tuition and course fees, examination fees, and material or resource charges — are **non-refundable** once paid. This applies whether payment is made online, by bank transfer, or by any other method.

2. Limited Exceptions

Refunds will only be considered in the following limited circumstances:

- A **duplicate payment** was made in error for the same service.
- An amount was charged due to a **verified technical or processing error**.
- Payment was taken for a service the School did not provide at all.

In these cases, the verified amount will be refunded to the original payment method.

3. How to Request a Refund

Requests relating to the exceptions above must be submitted in writing within **7 days** of the transaction, along with proof of payment. Requests made after this period may not be processed.

4. Processing Time

Approved refunds are processed within **7 to 14 business days** and returned to the original payment method. The time taken for the amount to appear in your account may vary depending on your bank or card issuer.

5. Changes to This Policy

The School may update this policy from time to time. The version published on this page applies to all payments made while it is in effect.

For any payment or refund query, please contact us before initiating a dispute with your bank. We aim to resolve all genuine billing concerns directly and promptly.

Olevels.Com School

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