

**RETURN, REFUND AND
CANCELLATION
POLICY FOR STUDENT
SERVICES**



UNPHU

Universidad Nacional
Pedro Henríquez Ureña

RETURN, REFUND AND CANCELLATION POLICY FOR STUDENT SERVICES

At Universidad Nacional Pedro Henríquez Ureña (UNPHU) we are committed to meeting the needs of our students by establishing clear guidelines regarding the processes of return, refund, and cancellation in the provision of student services.

To make this commitment effective, this policy outlines the following objectives:

- Define the methodologies and tools needed for the request and evaluation of return, refund, and cancellation processes.
- Provide feedback to external clients or students within the commitment time established through relevant channels, regarding the decisions made, ensuring quality service. This document will be visible on the university's networks.
- Ensure student satisfaction when requesting a refund, return, or cancellation of service, as well as maintain and improve relationships with them.
- Ensure the faithful compliance with this policy, both by the academic and administrative community.
- Have specific conditions validating the application of undergraduate and postgraduate returns, refunds, and cancellations, being possible only under the following conditions:

Undergraduate:

- If a new student withdraws from the upcoming term after paying the registration fee without selecting subjects, a refund of the paid registration fee will be granted upon written request.
- If a readmitted student pays the Initial Fee and does not select subjects, the paid amount will be acknowledged for the next term to be attended.
- If the student has a credit balance and will not continue attending the university, the credit balance will be acknowledged, and a transfer process will be initiated.

- If a student withdraws from a course block in the first week of classes, they must pay 20% of the block; if it's in the second week, 40%; in the third week, 60%; and in the fourth week, 80%. By the fifth week, the student must pay the full academic term.

Postgraduate:

- If a student makes a payment for a postgraduate program, whether it's an admission fee, registration, or enrollment, and the program does not start due to a lack of quorum, the student must request a written refund of the paid amount, which will be processed within a maximum of twenty (20) business days.
- If a student, whether a new enrollee or attending from the second term onward, decides to drop out of the postgraduate program in the first week of classes, they must pay 20% of the block; in the second week, 40%; in the third week, 60%; and in the fourth week, 80%. By the fifth week, the student must pay the full amount.

Note:

- If the student decides to leave the funds paid by them in the university until the program reaches the required quorum for its opening or until they can rejoin the program, the university will make the necessary accounting adjustments to retain those funds applicable to the student's re-admission when they decide and if the
 - university is offering the referred postgraduate program at that time.

Continuing Education:

- If, for any reason, the student decides to withdraw from the program, regardless of the cause, they must communicate it in writing to the Continuing Education Department or via email (educacioncontinuada@unphu.edu.do). Failure to do so will result in the loss of all rights to payment refund or credit for participation in a new cohort.
- If the student withdraws one week after the start of the Diploma program, a 10% refund of the registration payment will be processed.
- Payments made to date will not be refundable if the student has an attendance of 20% or more, automatically disqualifying them from the Diploma program.

Note: In the cases mentioned above, the monthly payments made at the time of withdrawal are not refundable or transferable to a new Diploma program.

- If the student makes the registration payment, and due to a lack of quorum, the Diploma program does not commence, the paid amount will be refunded within a period not exceeding twenty (20) business days. In the event that the student

decides that the paid amount remains with the university until the required quorum is met, the credit balance will be recognized.

General notes applicable to undergraduate, postgraduate, and continuing education:

- To request a refund, return, or cancellation, the student must provide:
 - One (1) copy of their identification card.
 - Name of the banking institution.
 - Account number and type.
- For any refund, return, or cancellation to be recognized, it must be requested in writing by the student, directed to the appropriate channels.
- The application of the payment for refund, return, or cancellation will be reflected within 15-20 business days after the request in the provided bank account.
- The Rector, with the recommendation of the Administrative and Financial Management, may approve refunds, returns, and cancellations in exceptional situations.

Architect Miguel Fiallo Calderón

Rector

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