

SUSPENSION OF SERVICE			
REASON	REFUNDABLE	DEDUCTIONS	ACTION
OIDI technical problems *	NO	N/A	Rescheduled time to be offered by OIDI.
OIDI internal delays *	NO	N/A	Rescheduled time to be offered by OIDI.
Student academic misconduct	NO	N/A	License to be revoked by OIDI.
Withheld results	NO	N/A	Student will need to purchase a new license.
Payment disputed by cardholder	NO	N/A	Service to be suspended whilst OIDI investigates.

OTHER			
REASON	REFUNDABLE	DEDUCTIONS	ACTION
Duplicate payments due to a system glitch	YES	None	Access to duplicate license(s) to be removed by OIDI.
Duplicate payments made in error	YES	3% surcharge fee	Access to duplicate license(s) to be removed by OIDI.
Changed your mind	YES	3% surcharge fee	Access to license to be removed by OIDI.
Failed to achieve the required level	NO	N/A	OIDI to recommend next steps.
Did not complete test within 30 days **	NO	N/A	New license to be purchased and modules re-taken.

NO REFUND WILL BE MADE IF ANY COMPONENT OF THE TEST HAS BEEN TAKEN. ONCE THE TEST LICENSE HAS BEEN ACTIVATED, THE TEST CANNOT BE REFUNDED.

LICENSES HAVE AN EXPIRATION DATE OF 30 DAYS. ONCE 30 DAYS HAVE PASSED, A NEW LICENSE MUST BE PURCHASED AND ANY COMPLETED MODULES RE-TAKEN.

ELLT PREP+ MATERIALS ARE NON-REFUNDABLE.

* Where there is a delay caused by OIDI in releasing the results to the student, and this delay results in a missed university application deadline; students will be eligible for a full refund. Evidence will be required prior to the approval of refunds under such circumstances. Please note, a minimum of **72 hours** is required for evaluation following test completion. Last minute submissions will not be considered eligible for a refund.

** Exceptional circumstances are at the discretion of OIDI and include: illness which prevents the student from studying and close family bereavement. Evidence will be required prior to the approval of refunds under such circumstances.

If a student cancels their speaking test within 24 hours of taking the exam, OIDI will **not** reschedule, and the student must rebook and pay for a new test license.

If a student does not attend the speaking test, OIDI will **not** reschedule, and the student must rebook and pay for a new test license.

Refunds will be processed on request within **48 hours**. Please contact oidifinance@oxfordinternational.com for further information.

The email address provided when making payment via Stripe must be included when requesting a refund as well as the Stripe receipt number. Any requests received without this information cannot be processed.

All refunds will be made via Stripe back to the original card used to make the payment. In the case of card or transaction expiry, bank details must be provided matching the payee name and country of origin of the original payment.

Force Majeure

OIDI will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.