

Delivery Policy

Description

LAGAI INSTITUTE

Delivery Policy

Applicable to all course enrolments, application fees, tuition payments, and online transactions

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Last Updated: 2025

1. Purpose

This Delivery Policy explains how LAGAI Institute delivers its educational services, digital content, and any physical documents following successful payment. By making a payment through our website or authorised payment channels, you acknowledge and accept this Delivery Policy.

2. Nature of Our Services

LAGAI Institute provides educational services rather than physical goods. Delivery is therefore completed electronically through enrolment confirmation, access to learning

platforms, course materials, and student services.

3. Digital Delivery

Following successful payment and verification, students will receive, where applicable:

- Payment confirmation by email.
- Enrolment confirmation.
- Admission or acceptance letters.
- Access to the student portal and online learning platform.
- Course schedules, joining instructions, and other academic information.

Digital delivery is normally completed within **1-3 business days** after payment verification. Where additional administrative or payment verification is required, delivery may take up to **5 business days**.

4. Physical Documents

Where the Institute issues physical documents, including certificates, transcripts, student identification cards, or other official records, these may be:

- Collected from the Institute during normal business hours; or
- Delivered by courier or postal service where available.

Any applicable delivery charges will be communicated before dispatch and are the responsibility of the student unless otherwise stated by the Institute.

Estimated delivery times depend on the destination and the courier or postal service used. The Institute is not responsible for delays caused by third-party delivery providers, customs procedures, incorrect delivery information supplied by the student, or events beyond the Institute's reasonable control.

5. Student Responsibilities

Students are responsible for providing accurate and up-to-date:

- Full name;
- Email address;
- Telephone number;
- Postal or delivery address (where applicable).

LAGAI Institute shall not be responsible for failed or delayed delivery resulting from inaccurate or incomplete information provided by the student.

6. Non-Receipt of Services

If you do not receive your payment confirmation, enrolment confirmation, admission documents, or access to digital services within the delivery period stated above, you should contact the Finance Office immediately, providing your payment details or SISP transaction reference. We will investigate the matter and provide an appropriate resolution as soon as reasonably practicable.

7. Refund Delivery

Where a refund is approved under the Institute's Refund Policy, the refund will be returned to the original payment card or bank account used for the transaction wherever possible, in accordance with SISP and applicable banking regulations.

Where the original payment method is no longer available or cannot receive the refund, the Institute may, following satisfactory identity verification, transfer the approved refund to another bank account nominated by the student.

Approved refunds will be processed within the timeframe stated in the Refund Policy (normally within **3 months** of approval and, in exceptional circumstances, no later than **6 months**). Once the Institute has released the refund to the banking network, any additional time required for the funds to appear in the recipient's account is determined by the receiving bank or card issuer and is outside the Institute's control.

8. Force Majeure

LAGAI Institute shall not be liable for delays in delivery arising from circumstances beyond its reasonable control, including but not limited to internet outages, power failures, banking or payment system interruptions, natural disasters, government actions, civil unrest, strikes, or failures of courier and postal services.

9. Contact Information

For any enquiries relating to delivery, payments, or refunds, please contact:

LAGAI Institute's Finance Office

Email: finance@laga-institute.org

The Institute aims to respond to all delivery-related enquiries within **5 business days**.

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