

Jio Alumni Portal

Terms and Conditions

1. Terms

- 1.1. These terms and conditions apply to the payments you make to us using this Payment Gateway Service (“**Service**”).
- 1.2. As used in these Terms, “**we,**” “**us,**” “**our,**” and “**Company**” refer to the Reliance Jio Infocomm Limited and its current and future affiliates.
- 1.3. “**You,**” “**your**” and “**User**” refer to the person giving this consent and to any person you are authorized to represent with respect to use of the Service. By authorizing payment(s) to us in connection with the Service, you are accepting and agreeing to these Payment Terms.
- 1.4. Please read these terms carefully before using the Service. Using the Service indicates that you accept these terms.
- 1.5. We may update these terms from time to time and any changes will be effective immediately on being set out here.

2. Use of Service

- 2.1. You may use this Service for the purpose of making payments due from you to the Company (“**Recoveries**”) via online means, provided that you do not:
 - 2.1.1. In any way damage or disrupt the Service and/or the operation of the Service.
 - 2.1.2. Use the Service for any unauthorised or unlawful purpose.
- 2.2. We reserve the right to suspend, amend or cancel the Service at any time either temporarily or permanently.

3. Payment

- 3.1. Payments using the Service may be made only through the options provided in the payment Screen
 - 3.1.1. Debit/Credit Card
 - 3.1.2. Internet Banking
 - 3.1.3. UPI
 - 3.1.4. Payment Wallets
- 3.2. We are not directly involved in the online payment but through a third-party service provider.
- 3.3. Upon completing your payment using the Service, you will be presented with a confirmation screen.
- 3.4. We have no liability for transactions which are incorrect because of inaccurate data entry during the use of the Service or for loss of data or information caused by factors beyond our control.
- 3.5. Once a payment has been made it cannot be cancelled. We do not accept any responsibility for refusal or reversal of payments.

- 3.6. In case of transaction failure and if the amount gets debited from your account, the same shall be refunded to your account within 5-7 working days.

4. Transaction Charges

- 4.1. We have provided free options for you to make payments without attracting any transaction charges.
- 4.2. In case you opt for a chargeable option of payment the transaction charges shall be borne by you.

5. Warranties

- 5.1. You agree that the Card/Bank/UPI/Wallet details provided by you for use of the Service must be correct and accurate and that you shall not use a Card/Bank/UPI/Wallet, that is not lawfully owned by you or the use of which is not authorized by the lawful owner thereof. You further agree and undertakes to provide correct and valid Card/Bank/UPI/Wallet details.
- 5.2. You warrant, agree and confirm that when you initiate a payment transaction and/or issue an online payment instruction, you fully and lawfully are entitled to use such Card/Bank/UPI/Wallet account for such transactions.
- 5.3. You are responsible to ensure sufficient credit is available on the card/bank/wallet account at the time of making the payment to permit the payment of the Recoveries

6. Disclaimers

- 6.1. We do not accept the liability for any damage, loss, costs (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by you from the use of the Service.

7. Indemnity

- 7.1. You agree to indemnify us for any loss, cost or expense suffered or incurred by us as a result of:
 - 7.1.1. Your breach of obligations under these Terms.
 - 7.1.2. Intentional misuse of the Service.
 - 7.1.3. Your negligent acts or omissions in using the Service.
 - 7.1.4. Any claim brought against us by a third party in relation to your use of the Service.

8. Privacy and Use of Information

- 8.1. We will comply with all the prevailing privacy laws in relation to any applicable information you supply to us.
- 8.2. Any personal information supplied by you may be retained by us as the prevailing laws and regulations may permit.
- 8.3. Payments using the Service are made through a secure third-party website. We will use all reasonable endeavours to prevent unauthorized access to your

Personal Information. However, We will not be liable for any direct or indirect damage or loss whatsoever for any interception and/or 'hacking' of any data or other unauthorised access to information provided by you for the purposes of using the Service.

You may reach out to jjoalumni.communications@jjo.com for any queries