

Go Study Australia Pty Ltd Terms and Conditions

This Agreement is entered into between the Customer and Go Study Australia Pty Ltd ("Go Study") and sets out the terms and conditions relating to the services provided, including cancellations and refunds.

1. Scope of Services

These Terms and Conditions apply to all services and packages provided by Go Study, including but not limited to:

- Course enrolments
- Educational program assistance
- Administrative and clerical support services
- Any additional services or packages offered by Go Study

2. Nature of Services

Go Study provides administrative support and guidance services only. These services may include:

- Assistance with documentation and enrolment processes
- Guidance on application requirements
- Administrative support related to course enrolment

Go Study does not guarantee any specific outcomes, including (but not limited to):

- Admission into an educational institution
- Visa approval
- Academic results or success

3. Pricing and Payment

- The price of each service or package is displayed at the time of purchase.
- All prices include applicable taxes unless otherwise stated.
- Full payment is required prior to the commencement of services.
- Services will not commence until payment has been received in full.
- Currency exchange fluctuations and bank fees are outside Go Study's control and are the responsibility of the customer.

4. Cancellations

For the purpose of this Agreement, services are considered to have commenced once Go Study begins any work on behalf of the customer, including consultation, document review, or application preparation.

4.1 Customer-Initiated Cancellations

- If the customer cancels after services have commenced, fees paid are generally non-refundable where services have been delivered, in part or in full.
- If cancellation occurs before services commence, Go Study may offer a partial refund at its discretion, less reasonable administrative costs.

4.2 Change of Mind

Refunds are not provided for a change of mind once services have commenced.

Nothing in these Terms and Conditions excludes, restricts, or modifies any rights or remedies the customer may have under the Australian Consumer Law (ACL).

5. Refunds

Where a refund is approved, it will be processed within 28 days and returned using the original method of payment.

5.1 Visa Application Fees

If the Student transfers the visa application fee to Go Study for the purpose of lodging the visa application through Go Study's corporate account, the Student acknowledges and agrees that this payment is made solely for the payment of immigration fees and will be paid directly to the relevant immigration authority.

Once the visa application fee has been paid to the relevant immigration authority, it is **non-refundable**. Accordingly, if the course or any related service is cancelled after the visa application fee has been submitted, Go Study will not be responsible for refunding that amount, regardless of the reason for the cancellation or refund request.

This clause does not affect any rights the Student may have under the Australian Consumer Law.

6. Liability and Responsibilities

6.1 Limitation of Liability

To the extent permitted by law, Go Study is not liable for:

- Decisions made by educational institutions, migration authorities, or other third parties
- Visa outcomes or government decisions
- Delays caused by external organisations
- Financial losses due to exchange rate fluctuations or bank fees

6.2 Customer Responsibilities

The Customer is responsible for:

- Providing accurate, complete, and truthful information
- Complying with all institutional, regulatory, and visa requirements

Go Study is not responsible for any consequences arising from incorrect, misleading, or fraudulent information provided by the customer.

7. Governing Law

These Terms and Conditions are governed by the laws of New South Wales, Australia.

8. Acknowledgement

By proceeding with payment, the customer confirms that they:

- Have read and understood these Terms and Conditions
- Accept the scope and limitations of the services
- Acknowledge the cancellation and refund terms

These Terms and Conditions apply to all services and packages provided by Go Study Australia Pty Ltd.