

EduMitra - Terms of Service

Terms of Service - EduMitra Education

Effective Date: December 8, 2025

Last Updated: December 8, 2025

1. Agreement to Terms

Welcome to EduMitra Education ("Platform," "Service," "we," "us," or "our"). These Terms of Service ("Terms") govern your access to and use of the EduMitra website (<https://edumitra.education/>), mobile applications, and all services provided by EduMitra (collectively, the "Services").

By accessing, browsing, or using the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you are prohibited from using the Services. We reserve the right to modify these Terms at any time, and your continued use of the Platform constitutes acceptance of updated Terms.

2. Eligibility and Account Registration

2.1 Eligibility Requirements

- You must be at least 18 years old to use EduMitra's Services
- You must be a resident of India or eligible to pursue distance education under Indian regulations
- You must provide accurate, complete, and truthful information during registration
- You are responsible for maintaining the confidentiality of your account credentials

2.2 Account Creation

- You agree to provide accurate personal information and keep it updated
- You are solely responsible for all activities that occur under your account
- You agree not to create multiple accounts or impersonate any person or entity
- You must notify us immediately of any unauthorized access to your account
- EduMitra reserves the right to terminate accounts that violate these Terms

2.3 User Conduct

You agree NOT to:

- Provide false or misleading academic credentials
- Attempt to fraudulently obtain admission to programs
- Use the Platform for any illegal or unauthorized purposes
- Harass, abuse, or threaten other users or staff members
- Post or transmit hate speech, discriminatory content, or offensive material
- Share passwords or account access with unauthorized individuals
- Reverse-engineer, decompile, or attempt to breach Platform security
- Violate any applicable laws or regulations

3. Services Offered

3.1 Distance Education Programs

EduMitra facilitates enrollment in UGC-approved distance education programs offered by partner universities. Services include:

- Application processing and documentation support
- University selection and program counseling
- Credit evaluation and transfer assessment
- Course material distribution
- Examination coordination and proctoring support
- Certificate issuance (by universities, not EduMitra)
- Career guidance and placement support

3.2 Credit Transfer Programs

- Evaluation of previously completed academic credits
- Assessment of transferability under university guidelines
- Mapping of credits to new institution's curriculum
- Recommendation for appropriate level entry
- Documentation and university submission support

3.3 Lateral Entry Programs

- Assessment of diploma or equivalent qualification
- Evaluation for degree completion pathways
- Program recommendation based on academic background
- Enrollment and support throughout degree completion

3.4 Support Services

- 24/7 customer support via phone, email, WhatsApp, and chat
- Dedicated student counselors
- Technical assistance with online learning platforms
- Exam preparation and study material guidance
- Career counseling and job placement assistance

4. Fees, Payments, and Refunds

4.1 Fee Structure

- All fees are transparent and disclosed before enrollment
- Fees vary by university, program, and individual circumstances
- Fees are subject to change with 30 days' written notice
- Applicable GST and taxes will be added to all fees

4.2 Payment Terms

- Initial application fee is non-refundable
- Remaining fees can be paid in milestone-based installments:
- 5% upon Welcome Letter issuance
- 50% upon syllabus delivery
- 70% upon University Enrollment ID issuance
- 90% one month before examinations
- All payments must be made through authorized payment gateways
- Late payment may result in suspension of services

4.3 Refund Policy

****Eligible for Refund (within 7 days of enrollment):****

- You may request a full refund (minus processing fees) if you decide not to proceed
- Refund request must be submitted in writing to support@edumitra.education
- Processing time: 10-15 business days after approval

****Non-Refundable Amounts:****

- Application and registration fees
- Document processing and evaluation fees
- Counseling and advisory service fees
- Payments made after admission is confirmed

****No Refund After:****

- 7 days from enrollment confirmation
- University has issued Enrollment ID
- Examination has been scheduled or conducted
- Certificate has been issued

4.4 Refund Process

1. Submit written refund request with reason
2. EduMitra verifies eligibility (5 business days)
3. Approved refunds processed to original payment method
4. Timeline: 10-15 business days from approval

4.5 EMI and Payment Plans

- EMI options available through approved financial partners
- Interest rates vary by bank/NBFC (not charged by EduMitra)
- Default on EMI payments may result in legal action by lender
- EduMitra is not responsible for EMI-related disputes

5. Intellectual Property Rights

5.1 Platform Content

- All content on the Platform (logos, text, images, design, code) is owned by EduMitra or licensed partners
- You may view and download content for personal, non-commercial use only
- Reproduction, modification, or distribution without permission is prohibited
- All course materials remain property of respective universities

5.2 User-Generated Content

- You retain ownership of any content you submit
- By submitting content, you grant EduMitra a non-exclusive, royalty-free license to use it for service improvement
- You warrant that your submissions do not infringe on any third-party rights

5.3 Academic Integrity

- Course materials provided are for enrolled students only
- Sharing login credentials or course materials with non-enrolled parties is prohibited
- Plagiarism, cheating, or academic misconduct will result in immediate termination
- Universities reserve the right to cancel enrollment for academic dishonesty

6. University Partnerships and Disclaimers

6.1 Partner Universities

- EduMitra is a consulting partner, not a university or degree-granting institution
- All degrees and certificates are issued by partner universities
- EduMitra does not award degrees or certifications
- Partner universities are responsible for curriculum, examinations, and grading

6.2 Program Accreditation

- All partner universities are UGC-DEB approved
- Accreditation status is verified at enrollment time
- EduMitra is not responsible for changes in university accreditation status
- Students are responsible for verifying university recognition in their jurisdiction

6.3 Credit Transfer Evaluation

- Credit transfer decisions are made solely by receiving universities
- EduMitra's evaluation is advisory only and not binding
- Final credit transfer approval depends on university policies
- No guarantee of minimum credits transferred

6.4 Employment and Outcomes

- EduMitra does not guarantee job placement or salary outcomes
- Placement services are supportive; actual employment depends on student qualifications
- Salary expectations and job titles are illustrative, not guaranteed
- No compensation for lack of employment after graduation

7. Limitation of Liability

7.1 Disclaimer of Warranties

EduMitra provides services "AS IS" without warranties. We disclaim all express and implied warranties, including:

- Merchantability and fitness for particular purpose
- Accuracy, completeness, or reliability of information
- Error-free or uninterrupted service
- Security of data or prevention of unauthorized access

7.2 Limitation of Damages

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- EduMitra's total liability shall not exceed fees paid by you
- We are not liable for indirect, incidental, special, or consequential damages
- We are not liable for lost profits, data loss, or business interruption
- We are not liable for third-party actions or partner university decisions

7.3 Excluded Liability

EduMitra is not liable for:

- Delays or failures caused by circumstances beyond our control
- University administrative decisions or policy changes
- Examination results or grading decisions
- Third-party payment gateway issues or bank processing delays

- Internet connectivity or device-related problems

8. Data Protection and Privacy

8.1 Privacy Compliance

- Data collection and processing comply with our Privacy Policy
- All personal information is handled per Indian privacy laws
- Sensitive information is encrypted and securely stored
- Third-party sharing is limited to necessary service providers

8.2 Data Security

- We employ industry-standard security measures
- Unauthorized access attempts are monitored and prevented
- No guarantee of absolute security in online transmission
- Users are responsible for protecting their account credentials

8.3 Data Retention

- Active student data retained during enrollment plus 6 years
- Application data retained for 2 years post-inquiry
- Payment records retained per tax law requirements (7 years)
- Users can request deletion per Privacy Policy guidelines

9. Prohibited Activities

You agree NOT to:

- Violate any applicable laws or regulations
- Provide false academic credentials or documents
- Commit fraud or misrepresentation
- Harass or abuse other users or staff
- Spam or send unsolicited communications
- Attempt to access unauthorized areas of the Platform
- Upload malware, viruses, or harmful code
- Engage in unlawful financial transactions
- Violate third-party intellectual property rights
- Resell or commercially exploit the Services without permission
- Engage in money laundering or terrorist financing
- Discriminate based on protected characteristics
- Share explicit, violent, or illegal content

10. Termination

10.1 Termination by User

- You may request account termination by writing to support@edumitra.education
- Upon termination, access to Services ceases immediately
- Outstanding fees remain due and payable
- Data deletion follows Privacy Policy guidelines

10.2 Termination by EduMitra

We may terminate your account immediately without notice if you:

- Provide false or fraudulent information
- Violate these Terms or applicable laws
- Engage in prohibited activities
- Breach security or access unauthorized data
- Abuse or threaten staff or other users
- Default on payment for extended period

10.3 Effects of Termination

- Access to all Services terminates immediately
- Outstanding fees remain due
- User-generated content may be retained per legal requirements
- Refund eligibility determined per Refund Policy

11. Indemnification

You agree to indemnify, defend, and hold harmless EduMitra, its officers, directors, and employees from:

- Any claims arising from your use of the Services
- Violation of these Terms or applicable laws
- Infringement of third-party rights
- Academic misconduct or fraudulent credentials
- Payment disputes or financial claims
- Harmful or illegal content you submit

12. Dispute Resolution

12.1 Governing Law

These Terms are governed by the laws of India, without regard to conflict of law principles.

12.2 Jurisdiction

- Exclusive jurisdiction: Courts of Kerala, India
- You consent to jurisdiction of Kerala courts for any disputes
- No other forum or jurisdiction is acceptable

12.3 Grievance Redressal Process

Step 1: Contact support@edumitra.education with written complaint

Step 2: EduMitra responds within 7 business days

Step 3: If unresolved, escalate to Data Protection Officer

Step 4: If still unresolved, pursue legal remedies per law

12.4 Arbitration

- Disputes not resolved through grievance process may proceed to arbitration
- Single arbitrator to be mutually agreed upon
- Arbitration under Indian Arbitration and Conciliation Act, 1996
- Venue: Kochi, Kerala

13. Compliance with Laws

13.1 UGC and Educational Regulations

- All programs comply with UGC (University Grants Commission) guidelines
- Distance education follows DEB (Distance Education Bureau) regulations
- Credit transfer adheres to university-specific policies
- Accreditation status verified with official databases

13.2 Anti-Fraud Measures

- Admission documents verified against official records
- Educational credentials authenticated with universities
- Identity verification per KYC (Know Your Customer) norms
- Suspicious applications flagged for investigation

13.3 Tax Compliance

- All GST obligations met per government regulations
- Invoices issued for all transactions
- Tax records maintained for 7 years minimum
- TDS declarations filed as per income tax law

14. Admission Cancellation and Withdrawal

14.1 Grounds for Admission Cancellation

EduMitra or partner universities may cancel admission if:

- Documents submitted are fraudulent or falsified
- Educational credentials cannot be verified
- Student engaged in academic misconduct
- Payment is not completed within agreed timeline
- Student violates university code of conduct

14.2 Withdrawal by Student

- Students may withdraw before completing 25% of program
- Full refund of remaining fees (minus registration) is provided
- Withdrawal after 25% completion: No refund
- Withdrawal after Enrollment ID issuance: No refund

14.3 Refund Timeline

- Approved refunds processed within 15 business days
- Amount refunded to original payment method
- Processing fees (if any) are deducted from refund

15. Examination and Assessment

15.1 Exam Eligibility

- Only registered students are eligible to appear in exams
- Payment of all fees is mandatory before exam registration
- Valid ID proof required at examination centers
- Hall tickets issued by universities, not EduMitra

15.2 Exam Conduct

- Exams are conducted per university guidelines
- EduMitra provides scheduling coordination only
- Universities determine evaluation and grading
- Results published per official university timelines

15.3 Academic Integrity

- Any form of cheating results in immediate cancellation
- Plagiarism in assignments leads to disciplinary action
- Fabricated documents result in degree cancellation
- Academic misconduct may prevent future admissions

16. Certificate and Degree Issuance

16.1 Degree Award

- Degrees are awarded by partner universities, not EduMitra
- EduMitra facilitates the process but does not confer degrees
- Certificate issuance timeline varies by university (3-6 months post-completion)
- Physical certificates sent by registered mail

16.2 Digital Credentials

- Digital certificates available on university portals
- Verification available through university official records
- EduMitra provides no-cost certificate replacement for first copy

16.3 Non-Issuance of Certificate

Certificates may be withheld if:

- Outstanding fees remain unpaid
- Academic misconduct is discovered post-completion
- Student requests are incomplete or improper
- University regulations prohibit issuance

17. Placement and Career Services

17.1 Scope of Services

- Career guidance, resume building, and interview coaching provided
- Job board access and placement notifications shared
- No guarantee of actual job placement or employment
- Placement is contingent on student qualifications and market conditions

17.2 Disclaimer

- EduMitra is not responsible for employment outcomes
- Salary expectations are illustrative, not contractual
- Job offers depend on employer decisions
- No compensation for unemployment after degree completion

17.3 Career Partner Relationships

- Placement assistance provided through partner organizations
- Partner companies make independent hiring decisions

- EduMitra not liable for partner company conduct
- No exclusive employment relationship with any company

18. Third-Party Links and Content

18.1 External Links

- Platform may contain links to third-party websites
- EduMitra is not responsible for external site content
- Use of external sites is at your own risk
- Review third-party terms and privacy policies separately

18.2 Third-Party Services

- Payment gateways, email services, and analytics providers have separate terms
- EduMitra not liable for third-party service disruptions
- Review partner terms before providing information to them

19. Modifications to Services

19.1 Service Changes

- EduMitra may modify, suspend, or discontinue Services with 30 days' notice
- Program structures may change due to university policy updates
- Fee structure updates communicated 30 days in advance
- Significant changes may allow refund requests

19.2 Emergency Suspension

- Platform may be suspended immediately for security threats
- Services may be temporarily unavailable for maintenance
- Emergency notice provided as soon as practicable

20. Feedback and Complaints

20.1 Feedback Submission

- Users can submit feedback via support@edumitra.education
- Feedback is valued and used for service improvement
- No compensation offered for feedback or suggestions

20.2 Complaint Resolution

- Complaints addressed within 7 business days
- Escalation available for unresolved issues
- Written documentation maintained for all complaints
- Response provided via email or phone

21. Force Majeure

EduMitra is not liable for failures or delays caused by:

- Natural disasters, pandemics, or epidemics

- Government actions or regulatory changes
- Internet infrastructure failures
- Third-party platform outages
- Strikes, labor disputes, or supply chain disruptions
- Other circumstances beyond reasonable control

22. Severability

If any provision of these Terms is found invalid or unenforceable, that provision is severed, and remaining provisions continue in full force. We will amend the invalid provision to achieve its original intent to the maximum extent permitted by law.

23. Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and EduMitra regarding your use of the Services. Previous agreements or understandings are superseded. No other communications constitute binding agreements.

24. Amendment of Terms

24.1 Right to Modify

EduMitra reserves the right to modify these Terms at any time. Modifications are effective upon posting to the Platform.

24.2 Notification

- Major modifications communicated via email notification
- Users are responsible for reviewing updated Terms periodically
- Continued use after posting constitutes acceptance

24.3 Version History

- Effective date shown at top of document
- Previous versions available upon request
- Change log maintained for transparency

25. Contact Information

For questions about these Terms, contact:

****EduMitra Education Support****

■ ****Email:**** support@edumitra.education

■ ****Phone:**** +91-7356-221-792

■ ****Address:**** Ground Floor, KUBZ, 2115, Padamugal Palachuvaidu Rd, Satellite Twp, Padamugal, Kakkanad, Kerala 682037, India

****Business Hours:**** Monday to Saturday, 9:00 AM to 6:00 PM IST

26. Acknowledgment

By accessing and using EduMitra's Services, you acknowledge that:

- You have read and understood these Terms
- You agree to be bound by all provisions
- You understand your rights and obligations
- You have reviewed our Privacy Policy
- You understand the limitations of liability

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For the most current version of these Terms of Service, visit:

<https://edumitra.education/terms-of-service>