

# IELTS REFUND AND TEST DAY TRANSFER POLICY

This policy applies for Paper Based IELTS and is valid from the 1<sup>st</sup> September 2021.

- All test fees are non-transferable to other people and centres.
- An admin fee is applicable for all refund and transfer requests.
- All transfer applications will be processed subject to availability of the test date.
- Candidates may request a refund or a test day transfer for their IELTS Test in the following circumstances:

<p><b>More than 5 weeks before the IELTS test date</b></p>	<p>Transfer or Refund</p>	<p>You can request a refund or transfer without reason, 5 weeks before your written test date.</p> <p>You can request for a new test date which is within 3 months of your current written test date.</p>
<p><b>Within 5 weeks before the IELTS test date and up to 5 days after the test date</b></p>	<p>Transfer or Refund</p>	<p>Requests will only be accepted under the following conditions and submission of the relevant documentary evidence:</p> <ul style="list-style-type: none"> <li>• Illness or injury (supported by an original medical certificate, on a letterhead with the doctor stamp which covers the missed test dates)</li> <li>• Loss or bereavement of an immediate family member (supported by a copy of the death certificate)</li> <li>• Victim of emergency like accidents, crime, trauma &amp; disasters</li> <li>• Military service (supported by letter of deployment)</li> <li>• Passport submission for Visa processing (supported with the receipt/ letter received after submission of passport)</li> </ul> <p>You can request for a new test date which is within 3 months of your current written test date.</p> <p>If you have completed at least one component, no refunds will be given. However, you may apply for a test date transfer if you meet one the criteria above. If approved, you are required to complete all components under the new test date.</p>

## Documents Required:

	<b>Refund</b>	<b>Transfer</b>
<b>All requests</b>	IELTS Refund or Test Day Transfer Form (completed)	
	Copy of bank passbook / statement details page, depicting Account Name and Number	Copy of passport
<b>Within 5 weeks before the IELTS test date and up to 5 days after the test date</b>	Supporting documentary evidence (e.g. original medical certificate)	

## Administration fees: MVR 620.00 or USD 40.00

For off-line payments, your refund will be made by electronic bank transfer into the bank account indicated on your application form.

If you paid online by credit card, the refund amount will be credited to the card used at the point of making your original booking.

## Processing Time

We aim to process all refund application within 30 days of receipt of your application subject to the correct documentation being submitted.