

## **Product and Services**

- Recruitment Application Fee: For the purpose of Application Fees collection for recruitment.

## **Terms and Conditions**

- Once a User has accepted these Terms and Conditions, he/ she may register and avail the Services.
- Refund For Charge Back Transaction: In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach West Bengal Financial Corporation (WBFC) with his/ her claim details and claim refund from WBFC alone. Such refund (if any) shall be effected only by WBFC via payment gateway. No claims for refund/ charge back shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained
- Server Slow Down/Session Timeout: In case the Website or Payment Service Provider's web page, that is linked to the Website, is experiencing any server related issues like slow down or failure or session timeout, the User shall, before initiating the second payment, check whether his/her Bank Account has been debited or not and accordingly resort to one of the following options: (I) In case the Bank Account appears to be debited, ensure that he/ she does not make the payment twice and after waiting for 2 to 3 hours (in case the same was refunded in due time), thereafter contact WBFC via e-mail or any other mode of contact as provided by WBFC to confirm payment. (ii) In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment.
- Candidates should carefully read the eligibility and other binding criteria mentioned in the recruitment notification before applying and making online payment.

## **Privacy Policy**

- This website does not automatically capture any specific personal information from you, that allows us to identify you individually.
- If the website requests you to provide personal information, you will be informed for the particular purposes for which the information is gathered e.g. contact us, registration for the purpose of recruitment etc. Adequate security measures will be taken to protect your personal information.
- We do not sell or share any personal information volunteered on the website to any third party (public / private). Any information provided to this website will be protected from misuse, unauthorised access or disclosure, alteration, or destruction.
- WBFC may also conduct recruitment drives through third party aggregator platforms in certain cases where users must refer to the privacy policy on such relevant platforms. This privacy policy is limited to services provided on WBFC's own domain \*. wbfconline.org only.

## **Refund Policy & Cancellation Policy**

- Refunds may be considered in cases of technical errors during payment processing.
- Refunds may be considered if the recruitment process is cancelled by the organization..
- Fees are generally non-refundable and non-transferable once the application is submitted.
- Refunds arising out of technical errors during payment processing will be automatically refunded to the source of payment within 7-10 working days.
- Applicants may contact WBFC through the provided contact information in case the refund is not processed within 7-10 working days.
- Payment Gateway charges (if any) deducted while making payment, will not be refunded. Only the 'Fee' Amount will be refunded where applicable.
- Applicants cannot cancel their application once submitted.
- Refund is not being considered in case of dual/multiple successful applications for a single post.

## **Pricing Policy**

- **Application fees related to the recruitment process may vary from Rs. 1000 to Rs. 2000 plus applicable GST & Payment Gateway charges.**
- Each individual recruitment publication would bear the exact amount and other pricing details applicable upon candidates based on their Category.

## **Contact Information**

- Contact Information for any queries regarding the refund and cancellation policy, please contact through the no./email-id as will be provided in the Corporation's website in due time.