

	Refund Policy		Code	POL 03.SUO 5
			Versión	1.0
	Macroproceso	SU0. Gestión financiera y contable	Page	1 de 1

REFUND POLICY

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			Versión	1.0
	Macroproceso	SU0. Gestión financiera y contable	Page	2 de 1

1. PURPOSE

The objective of the Refund Policy is to establish clear and uniform guidelines that regulate the refund of payments made by students or their representatives in justified cases, in accordance with the criteria established by the educational institution.

2. SCOPE

This policy applies to all students enrolled in undergraduate, graduate, and continuing education programs offered by the institution, as well as to payments made by third parties on behalf of the students.

3. DEFINITIONS OR TERMS

- **Payments:** A payment is the act of delivering money or another type of value as compensation for a good or service received.
- **Debt:** A service debt occurs when a person or entity receives a service and does not make the corresponding payment within the agreed time.
- **Refund:** A refund is the return of money that a person or entity receives for an expense already incurred.
- **Applicant:** Person who requests the refund (maybe the student or their representative).
- **Force Majeure:** Extraordinary situations that make it impossible to continue studies (e.g., serious illness, death).

4. REGULATORY DOCUMENTS

Below are the external and internal regulatory documents for quality assurance during the execution of the process:

- CFU Academic Catalog 2025

5. GENERAL POLICY

This policy reflects the institutional commitment to financial transparency, the protection of students' economic rights, and compliance with the principles of legality, fairness, and administrative responsibility. It also ensures an orderly and uniform process that allows the student community to understand the criteria, deadlines, and requirements to access refunds, in accordance with internal regulations and applicable legal provisions.

6. SPECIFIC POLICIES

The following types of refund are available:

Refund of Enrollment Fee

- If enrollment is canceled by the University for any of the reasons listed in the Student Expulsion section of the Institutional Catalog and before the completion of the student's first academic term, then the tuition fees paid will be refunded in full.
- If enrollment is canceled by the University at any time after the student completes their first academic term, then there will be no refund of the enrollment fees.

	Refund Policy		Code	POL 03.SUO 5
			Versión	1.0
	Macroproceso	SU0. Gestión financiera y contable	Page	3 de 1

- If the student notifies the University of the termination of their enrollment before midnight of the third business day after making the payment, the amount will be refunded in full.
- If the student completes the termination of their enrollment at the University after the end of the third business day following the day the enrollment fees were paid, then there will be no refund of the enrollment fees.

Tuition Refund

- If the student withdraws or is withdrawn from the academic term within eight days after it has begun (hereinafter the "Add/Drop Period"), the full amount paid for the term will be refunded.
- If the student withdraws or is withdrawn from one or more courses before the end of the Add/Drop Period but remains enrolled in one or more courses, then the refund of tuition fees will be limited to the amounts paid corresponding to the courses from which the student withdraws or is withdrawn.
- Tuition for each academic term is paid in four installments: the first at the beginning of the academic semester and the following three on the first day of each subsequent month during that semester. Students who withdraw after the end of the Add/Drop Period are not required to pay the pending fees for that semester.
- Any cancellation notified after the end of the Add/Drop Period will not result in a refund of tuition fees.

Technology Fee Refund

- The technology fee will be fully refunded when the student withdraws or is withdrawn before the end of the Add/Drop Period.
- The technology fee will not be refundable for those students who withdraw from a course but remain enrolled in one or more courses.
- Any cancellation notified after the end of the Add/Drop Period will not result in a refund of technology fees.

Completion Date

1. The Termination Date will be the earliest of the following: (1) the last day the student attended class, (2) the date the university sent the withdrawal notice to the student, or (3) the date the university receives notice from the student canceling their enrollment or withdrawing from the academic term or from a course within an academic term.
2. Refunds will be issued within thirty (30) days following the termination date.