

Terms of Service - EduBridge Education (CORRECTED)

****Effective Date:**** December 8, 2025

****Last Updated:**** December 8, 2025

1. Agreement to Terms

Welcome to EduBridge Education ("Platform," "Service," "we," "us," or "our"). These Terms of Service ("Terms") govern your access to and use of the EduBridge Education website (<https://www.edubridgeeducation.com/>), mobile applications, and all services provided by EduBridge Education (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.

EduBridge Education specializes in distance learning, online education, fast-track degree programs, credit transfer, and professional certification programs for working professionals globally.

2. Eligibility and Account Registration

2.1 Eligibility Requirements

- You must be at least 18 years old to use EduBridge Education's Services
- You must be a resident of UAE, India, or eligible to pursue distance education under your country's regulations
- You must provide accurate, complete, and truthful information during registration
- You are responsible for maintaining the confidentiality of your account credentials
- You must comply with all laws and regulations of your country of residence

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
- EduBridge Education reserves the right to terminate accounts that violate these Terms
- You authorize us to verify information provided with official documents and institutions

2.3 User Conduct

You agree NOT to:

- Provide false or misleading academic credentials
- Submit fraudulent or forged certifications
- 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
- Share course materials or login credentials with non-enrolled parties

3. Services Offered

3.1 Distance Education and Online Programs

EduBridge Education facilitates enrollment in distance education, online, and hybrid programs from UGC-approved partner universities. Services include:

- Application processing and documentation support
- University selection and program counseling
- Credit evaluation and transfer assessment
- Course material distribution and access

- Online learning platform support
- Assignment submission and tracking
- Examination coordination and scheduling
- Certificate issuance support (by universities, not EduBridge)
- Career guidance and professional development

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
- Fast-track pathway planning

3.3 Fast-Track Degree Programs

- Accelerated degree completion options
- Shortened program duration (1-2 years for postgraduate)
- Intensive course schedules for working professionals
- Flexible study options (weekends, evenings, online)

3.4 Certification Programs

- Professional certification courses
- Industry-recognized credentials
- Skill development and upskilling
- Certificate issuance and verification

3.5 Support Services

- 24/7 customer support via phone, email, WhatsApp, and chat

- Dedicated academic counselors
- Technical assistance with learning platform
- Exam preparation and study material guidance
- Career counseling and professional development
- Progress tracking and academic advising

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/VAT and taxes will be added to all fees per UAE regulations

4.2 Payment Terms

- Initial enrollment 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 info@edubridgeeducation.com
- Processing time: 10-15 business days after approval

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

- Enrollment 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
- Course material has been accessed

4.4 Refund Process

1. Submit written refund request with reason
2. EduBridge Education 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 EduBridge)
- Default on EMI payments may result in legal action by lender
- EduBridge Education 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 EduBridge Education 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 EduBridge Education 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

- EduBridge Education is a consulting partner, not a university or degree-granting institution
- All degrees and certificates are issued by partner universities
- EduBridge Education 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
- EduBridge Education not responsible for changes in university accreditation status
- Students responsible for verifying university recognition in their jurisdiction

6.3 Credit Transfer Evaluation

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

6.4 Course Completion and Outcomes

- EduBridge Education provides academic support but cannot guarantee course completion
- Course completion depends on student effort and performance
- Grades and marks determined solely by universities
- No compensation for failed courses or incomplete degrees

6.5 Employment and Career Outcomes

- EduBridge Education does not guarantee job placement or employment
- Career outcomes depend on individual qualifications and market conditions
- 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

EduBridge Education 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:

- EduBridge Education'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

EduBridge Education 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
- Technical issues with learning platforms

8. Data Protection and Privacy

8.1 Privacy Compliance

- Data collection and processing comply with our Privacy Policy

- All personal information handled per UAE privacy laws
- Sensitive information encrypted and securely stored
- Third-party sharing limited to necessary service providers

8.2 Data Security

- We employ industry-standard security measures
- Unauthorized access attempts monitored and prevented
- No guarantee of absolute security in online transmission
- Users 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
- Share course credentials or materials with unauthorized persons
- Engage in academic dishonesty or plagiarism

10. Termination

10.1 Termination by User

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

10.2 Termination by EduBridge Education

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
- Engage in academic dishonesty

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 EduBridge Education, 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 the United Arab Emirates, without regard to conflict of law principles.

12.2 Jurisdiction

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

12.3 Grievance Redressal Process

****Step 1:**** Contact info@edubridgeeducation.com with written complaint

****Step 2:**** EduBridge responds within 7 business days

****Step 3:**** If unresolved, escalate to management

****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 UAE Arbitration Law
- Venue: Dubai, UAE

13. Compliance with Laws

13.1 Educational Regulations

- All programs comply with UGC guidelines where applicable
- Distance education follows DEB regulations where applicable
- 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 norms
- Suspicious applications flagged for investigation

13.3 Tax Compliance

- All GST/VAT obligations met per UAE regulations
- Invoices issued for all transactions
- Tax records maintained for 7 years minimum
- TDS declarations filed as required

14. Admission Cancellation and Withdrawal

14.1 Grounds for Admission Cancellation

EduBridge Education 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) 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 deducted from refund if applicable

15. Examination and Assessment

15.1 Exam Eligibility

- Only registered students eligible to appear in exams
- Payment of all fees mandatory before exam registration

- Valid ID proof required at examination centers
- Hall tickets issued by universities, not EduBridge

15.2 Exam Conduct

- Exams conducted per university guidelines
- EduBridge 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 awarded by partner universities, not EduBridge
- EduBridge 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
- EduBridge 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 discovered post-completion
- Student requests incomplete or improper
- University regulations prohibit issuance

17. Platform Availability and Technical Support

17.1 Service Availability

- We strive for 99% uptime but do not guarantee uninterrupted service
- Scheduled maintenance may temporarily suspend services
- Technical issues are addressed as quickly as possible

17.2 Technical Support

- Support available 24/7 via email, phone, and WhatsApp
- Response time: Within 24 hours for most inquiries
- Critical issues escalated immediately

18. Third-Party Links and Content

18.1 External Links

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

18.2 Third-Party Services

- Payment gateways and analytics providers have separate terms
- EduBridge not liable for third-party service disruptions
- Review partner terms before providing information

19. Modifications to Services

19.1 Service Changes

- EduBridge may modify 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 info@edubridgeeducation.com
- Feedback 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

EduBridge Education 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 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 EduBridge Education 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

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

24.2 Notification

- Major modifications communicated via email notification
- Users 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:

****EduBridge Education Support****

■ ****Email:**** info@edubridgeeducation.com

■ ****Phone:**** +971 56 127 3536

■ ****Address:**** EduBridge Education, M03 Royal House Building, Hor Al Anz East, Dubai, UAE

****Business Hours:**** Sunday to Thursday, 9:00 AM to 6:00 PM GST (Friday-Saturday Closed)

****WhatsApp Support:**** +971 56 127 3536 (24/7)

26. Acknowledgment

By accessing and using EduBridge Education'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
- You acknowledge university decisions are independent
- You agree to provide authentic documentation

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For the most current version of these Terms of Service, visit:
<https://www.edubridgeeducation.com/terms-of-service>