



**CURSO 2015/2016**

## CAUSES FOR REFUNDS

Based upon that established in art. 27 of Law 8/1989, of 13 April, on Public Fees and Taxes and other relevant provisions, the following general criteria are applicable:

- In the case of excess payments of current public rates due to material, factual or mathematical errors in the settlement of the same.
- Where, due to causes attributable to the education administration, the service is not provided.
- Where, after payment, it is certified that, at the time of payment of the public registration prices, certain administrative or legal situations were applicable, granting the right to full or partial exemption of the payment.

**Payment refunds**, in these cases, should be claimed via request made to the Vice-Rector of Students, sent to the PAU (Selectivity) Admissions Department, in which the following information is included:

- Last name(s), first name and student fiscal identification number.
- Address.
- Number of account code or account book in which the individual appears as titleholder (with the client account code).
- Banking entity, subsidiary and domicile of the same.
- Cause for refund request.
- Quantity of refund claimed.

**In no case shall the refunding of the paid prices be made for Secretariat services that are provided for record creation.**