

Refunds Policy

December 2025

Scope

This refunds policy is applicable to the following categories of payments made to RSL Exams Resources Sdn Bhd for:

- o Graded Music Exams
- o Music Theory Exams
- o Music Production Exams
- o Vlogging Exams
- o Professional Diplomas
- o Stageschool Exams

Cooling-off period

The paid amount will be refunded if the purchase is cancelled by the customer within 48 hours from the date & time of registration. The following exceptions apply:

- Graded Music, Music Theory & Music Production Exams: A refund will not be given once the exam has been scheduled and notified to the customer
- Switching of exam format from Face-to-Face to Recorded Digital Exam fee difference will not be refunded
- Duplicate exam registration or wrong Grade registration will not be refunded beyond 5 days from the date & time of registration
- Vlogging, Podcasting: A refund will not be given if coursework has been submitted
- Professional Diplomas: An administration fee of RM120 and RM300 for each unit for which the Learner has submitted Assessment Evidence will be deducted before the refund is given

No refunds are given after the cooling-off period. The following exceptions apply:

- Graded Music Exams or Stageschool Exams: A full refund will be given for Face-to-Face exam registrations if we are unable to offer an exam slot
- All exams and qualifications: If RSL Awards Ltd UK cancels the registration due to withdrawal of the qualification from the Ofqual Register of Regulated Qualifications or due to RSL Awards Ltd UK being subject to regulatory sanctions which prevent it from offering the qualification or awarding the Qualification Award, a full refund will be given
- Refunds will be given in line with the provisions of RSL Awards Ltd UK's Complaints, Enquiries and Appeals policy

Amount of refund provided will be nett off any third party payment gateway commission