

REFUND POLICY

Last reviewed 22nd January 2026

SUSPENSION OF SERVICE			
REASON	REFUNDABLE	DEDUCTIONS	ACTION
OIDI technical problems *	NO	N/A	Rescheduled time to be offered by OIDI
OIDI internal delays *	NO	N/A	Rescheduled time to be offered by OIDI
Student academic misconduct	NO	N/A	License to be revoked by OIDI
Withheld results	NO	N/A	Student will need to purchase a new license
Payment disputed by cardholder	NO	N/A	Service to be suspended pending investigation

OTHER			
REASON	REFUNDABLE	DEDUCTIONS	ACTION
Duplicate payments due to technical issues	YES	None	Access to duplicate license(s) to be removed
Duplicate payments made in error	YES	3.5% fee	Access to duplicate license(s) to be removed
Change of circumstances / change of mind	YES	3.5% fee	Access to license to be removed
Failed to achieve the required level	NO	N/A	OIDI to recommend next steps
Did not complete test within 30 days **	NO	N/A	Student will need to purchase a new license

Refund conditions apply to all associated Oxford ELLT products, preparation materials, speaking test reschedules and single skill retakes.

NO REFUND WILL BE MADE IF ANY COMPONENT OF THE TEST HAS BEEN TAKEN. ONCE THE TEST LICENSE HAS BEEN ACTIVATED, THE TEST CANNOT BE REFUNDED.

LICENSES HAVE AN EXPIRATION DATE OF 30 DAYS. ONCE 30 DAYS HAVE PASSED, A NEW LICENSE MUST BE PURCHASED AND ANY COMPLETED MODULES RE-TAKEN.

* Where there is a delay caused by OIDI in releasing the results to the student, and this delay results in a missed university application deadline; students will be eligible for a full refund. Evidence will be required prior to the approval of refunds under such circumstances. Please note, a minimum of **72 hours** is required for evaluation following test completion. Last-minute submissions will not be considered eligible for a refund.

** Exceptional circumstances are at the discretion of OIDI and include illness which prevents the student from studying and close family bereavement. Evidence will be required prior to the approval of refunds under such circumstances.

If a student cancels their speaking test **more than 24 hours before the scheduled time**, students will receive one free opportunity to cancel and rebook their speaking test. If a student cancels and reschedules **within 24 hours of their speaking test**, a £30 fee will apply.

Refunds will be processed on receipt of a completed refund request form within **48 hours**. Please contact oidifinance@oxfordinternational.com for further information.

Force Majeure

OIDI will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

