

Terms and Conditions for the IELTS Enquiry on Results (EOR) Service

1. About these terms

- 1.1. These terms apply to applications through the online booking platform for the re-marking of your IELTS test results (our **Enquiry on Results** or **EOR** service). They explain how a legally binding contract between you and IDP is entered into for the payment by you and supply by IDP of the EOR service.
- 1.2. By clicking on the [**I AGREE**] button, you agree to these terms. If you do not agree to these terms, we cannot process your request for an EOR.

2. About IDP and IELTS

- 2.1. Information about IDP and IELTS is set out in the terms and conditions agreed at the time of IELTS test registration, which continue to apply to your EOR where relevant, including in relation to privacy, use and disclosure of personal information, result verification, irregularities, malpractice and cancellation of results. Your personal information will continue to be processed in accordance with those terms and the IELTS privacy policy available at <https://ielts.org/legal/privacy-policy>.

3. About the EOR service

- 3.1. You can submit one EOR application per IELTS test.
- 3.2. You can request that some or all sections of your IELTS test are remarked if you submit your request within six weeks from the test Date. The outcome of an EOR may affect one or more of your individual band scores and, as a result, your overall IELTS score.
- 3.3. Where you apply for an EOR in relation to a One Skill Retake (OSR), the EOR will apply only to the skill retaken. The outcome of your EOR may affect your overall IELTS score.
- 3.4. The outcome of your EOR may be available on the same day as your application or up to 21 days from the date of your Order Confirmation (as defined in clause 4.3), depending on factors including the number of sections requested for re-marking and any required review processes. All EOR requests are assessed in accordance with IELTS marking standards and quality assurance procedures, and processing time does not affect the accuracy of the outcome.
- 3.5. In some cases, your result may not be issued within 21 days if the IELTS Test Partners decide that it is necessary to review any matter associated with your test or the administration of your test, including marking enquiries as to whether any rules or regulations have been breached or to address technical issues. If you have not received an EOR outcome within 21 days of your Order Confirmation, you should contact the relevant test centre.

- 3.6. For IELTS on Computer: If your results change following an EOR, you will be able to access a downloadable electronic Test Report Form (eTRF) via the online booking platform. Where an eTRF is available, paper Test Report Forms will generally not be issued.
- 3.7. Your result may be cancelled after it has been issued if any irregularity is identified.
- 3.8. Your result will be disclosed to the educational institutions, governments (including visa processing authorities), professional bodies and commercial organisations that recognise IELTS scores (Recognising Organisations) which you nominated in your application or to which you applied with your Test Report Form, for the purpose of allowing those organisations to verify the result or to carry out any enquiries in relation to suspected malpractice.
- 3.9. If any of the data on the Test Report Form provided by you or your partner to Recognising Organisations has been altered in any way, your original test result and EOR result (if applicable) may be cancelled.
- 3.10. You will receive a full refund of the EOR fee if your result changes to a higher band score following the EOR. The refund will be processed using the original payment method, unless otherwise agreed, and no additional fees will be charged. If there is no change to your result, no refund will be issued.
- 3.11. If you have any concerns about the handling of your EOR request, you should contact the relevant test centre or the online booking platform through which you submitted your request. Where applicable, you may also submit a complaint in accordance with the IELTS complaints procedure via <https://ielts.org/legal/complaints-procedure>

4. Paying for your IELTS EOR

- 4.1. You must pay the EOR fee in full for your request to be processed. The fee is the same regardless of whether you request a re-mark of all test sections or some test sections. Payment may be made using the payment methods made available through the relevant booking platform or the relevant test centre.
- 4.2. You must ensure payment is received within the payment window specified on the online booking platform.
- 4.3. An order confirmation email (Order Confirmation) will be sent to you when IDP has reviewed and accepted your request for an EOR and has received the requisite payment.
- 4.4. Chargebacks Prohibition. You agree that you will not dispute or otherwise seek a “chargeback” from the company whose credit card or other method of payment you use to apply and pay for the EOR or otherwise attempt to reverse payment, except where you have a genuine legal right to do so, including in cases of unauthorised payment, fraud, duplicate charge, or rights available under applicable law. If you do so, your EOR request may be cancelled immediately, and the IELTS Test Partners may, at our discretion and where permitted by law, refuse to accept future purchases made from accounts on which such chargebacks have

been made, and may prohibit future purchases from the account holder, and from any person who applied for an EOR service and reversed payment.

5. Cancelling your IELTS EOR request

- 5.1. Once submitted and paid, your EOR request cannot be cancelled or withdrawn.
- 5.2. IDP may cancel your EOR request where it is unable to provide the service due to circumstances beyond its reasonable control. In such cases, you will receive a full refund.
- 5.3. Nothing in these terms excludes or limits any rights or remedies that apply under applicable consumer protection laws.