

Terms and Conditions

In using the online service, you agree to the following terms and conditions. If you do not agree to these terms and conditions, please do not use the transcript online ordering service.

1. I understand that no changes or cancellations can be made to my order once it has been submitted online.
2. I understand that if the transcripts are being issued to me, my name will appear as the recipient of the transcripts and that I cannot return the transcripts to have them redirected.
3. I confirm that I have visited the View My Grades page in the Student Center to see what is currently available for display on my transcript. I understand that this information will only be on my transcript if the "No Hold" option is selected.
4. All transcript orders submitted are my sole responsibility. I understand that transcripts will not be held for the recording of sessional grades or degree conferral unless I make that selection on my order. If holding for spring or summer sessional grades, the transcripts will not be released until after my academic progress has been reviewed and my grade report is available. If holding for degree conferral, my transcript will not be released until my Convocation date. Western University is not responsible for transcripts released/not released based on the Hold Type selection I make.
5. I understand that it is my responsibility to ensure that all address entries are complete and accurate and that Western University is not responsible for transcripts lost or delayed in shipping.
6. I understand that no attachments can be sent with transcripts ordered online. If I have attachments to include, I will order my transcripts using the paper request form.
7. I understand that a maximum of 3 attempts will be made for fax transmissions and that fees are non-refundable if the fax does not go through.
8. I understand that if I select courier service for delivery of my transcripts, I am responsible for the return shipment fees should the package be returned to Western.
9. I understand that negative service indicators placed on my academic record will prevent the release of transcripts.
10. I understand that transcripts ordered for pick-up are held for 6 months only. After that time, they are destroyed and I must submit a new order. No refunds will be issued for transcripts not picked up.

I acknowledge that I have read and understand the terms and conditions listed above.