

# Refund and Cancellation Policy

Dear Sir/Ma'am,

Thank you for choosing Tutors Factory Private Limited as your educational partner. We are thrilled to welcome you to the Tutors Factory Private Limited family.

At Tutors Factory Private Limited, we are committed to ensuring the utmost satisfaction of our clients. In the rare event of dissatisfaction or circumstances requiring a refund, we have outlined our refund and cancellation policy below for your reference:

- **Cancellation by Client -**

1. Client must provide minimum 12 hours' notice for the cancellation of the scheduled demo or regular tutoring session.
2. Client must provide a minimum 8 hours of notice for rescheduling of the demo session.
3. If the notice for cancellation is provided by the client within the specified time frame, then no fee will be charged for the session.
4. If the client fails to notify the company about cancellation of a scheduled regular session within the specified time frame, then full fee will be charged for the session.
5. If the client fails to notify the company about cancellation/rescheduling of a scheduled demo session within the specified time frame, then penalty @ 25% of the registration fee will be charged to client's account.
6. In case tutoring sessions are canceled/rescheduled frequently, then the company reserves the right to terminate the tutoring agreement after mutual discussion.

- **Cancellation by Tutor –**

1. In case a scheduled demo/regular tutoring session is canceled by the tutor, then the client will be notified at least 8 hours' before the session.
2. If the company fails to notify the client about the cancellation of a scheduled demo session within the specified time frame, the company will make an effort to arrange a replacement tutor within reasonable time. Additionally, the company will adjust 25% of the registration fee against the selected plan.
3. If the company fails to notify the client about the cancellation of a regular tutoring session within the specified time frame, the client will not be charged for that session.
4. In case regular tutoring sessions are canceled/rescheduled frequently, then the company will work to arrange a replacement tutor within the reasonable time.

- **Exceptional Circumstances –**

In the event of exceptionally rare circumstances, such as a medical or family emergency, that prevent the client or company/tutor from notifying about the cancellation of a demo or regular tutoring session within the specified time frame, the client and tutor/company should communicate with other party as soon as possible to reschedule the session mutually.

- **Unsatisfactory Service –**

In case where the client finds our tutoring services unsatisfactory, we encourage them to discuss their concerns with us. If we are unable to address their concerns satisfactorily within a reasonable timeframe, the client may be eligible for a partial or full refund, depending on the extent of the dissatisfaction.

- **Service Discontinuation –**

If the client decides to discontinue our tutoring services, then fees will be adjusted/refunded subject to the following conditions –

1. Student Registration Fees -  
Student registration fees is non-refundable under any circumstances.
2. Tuition Fee –
  - a) Tuition Fee paid for unavailed classes
    - i. The unavailed classes can be compensated up to 1 financial year for the registered student.
    - ii. Additionally, unavailed classes can be compensated for a sibling of the student.
  - b) In exceptionally rare circumstances, a refund will be made for unavailed classes after deduction of 30% service charges.

- **Schedule Conflicts –**

If the client encounters scheduling conflicts that prevent them from availing the tutoring sessions, they must notify us in advance. Depending on the circumstances, we may offer compensatory sessions.

- **Refund and Cancellation Process –**

1. To request a refund, clients must contact our customer service department and provide relevant details regarding the reason for the refund request. Our team will review the request and process the refund accordingly. Refunds will be issued on the date of expiry of the package.
2. Cancellations or rescheduling requests must be submitted via phone, text message, email etc within the specified time period.

- **Refund Mode –**

Refunds will be issued using the same method of payment used for the original transaction other than cash unless otherwise agreed upon by both parties.

- **Dispute Resolution –**

In the event of any disputes regarding refunds, both parties agree to engage in good faith negotiations to resolve the issue amicably. If a resolution cannot be reached, either party may seek legal recourse as per the laws governing our jurisdiction.

- **Contact Information –**

Clients may contact designated executive with any questions regarding this Refund and Cancellation Policy via call or email.

- **Amendments -**

Company reserve the right to amend or update this refund and cancellation policy at any time without prior notice. Any changes to the policy will be communicated to clients via email or through our website.

By enrolling in our tutoring services, clients acknowledge that they have read, understood, and agreed to abide by the terms outlined in this refund policy.