

LEARNLINK PAYMENT AND REFUND POLICY

Last updated: March 28, 2025

Your purchase of and payment for lessons shall be regulated by this Payment and Refund Policy.

LearnLink aims to ensure a clear understanding of financial transactions between Learners and Tutors with respect to the services provided. This policy applies to all services and features made available through the LearnLink website and any related LearnLink mobile device applications (collectively, the "LearnLink Platform").

Tutor-Learner Transactions

LearnLink facilitates contracts between Users (Learners and Tutors) by providing a platform to request, deliver, and pay for tutoring services. LearnLink acts solely as a platform and in no event shall be a party to any contracts between Tutors and Learners or be responsible for any other service or materials provided by a Tutor. LearnLink will not be responsible for monitoring transactions between Learners and Tutors.

1. General Payment Terms

1.1. All payments between Learners and Tutors are conducted exclusively through the LearnLink platform.

1.2. Payments can be made in USD.. If your selected currency differs from your payment method's billing currency, additional fees such as currency conversion or transaction fees may apply. LearnLink is not responsible for any such additional charges.

1.3. LearnLink is not a bank or any type of financial institution and does not provide any financial services or advice. Any payments made via the platform are made solely for facilitating teaching services between Tutors and Learners. Payments must not be used for fraudulent, criminal, or illegal activities.

2. Subscription Payments

2.1. LearnLink offers subscriptions in cycles of 28 days, allowing Learners to subscribe for 1 to 5 lessons per week with a specific Tutor. Subscription payments are automatically renewed and charged at the beginning of each billing cycle.

2.2. If a payment fails to process, access to scheduled lessons will be paused until successful payment processing.

3. Lesson Pricing and Payment

3.1. Lesson prices depend on duration (25 or 50 minutes), frequency of lessons per week, and the selected Tutor. Prices are clearly displayed on the Tutor's profile page.

3.2. All lessons must be paid for in advance. Lessons can only be scheduled upon confirmation of payment.

4. Missed and Cancelled Lessons

4.1. Learners must reschedule lessons at least 12 hours before the scheduled time. If a Learner does not attend or fails to reschedule timely, the lesson is deducted as used, and no refund or credit will be provided.

4.2. If a Tutor cancels or misses a scheduled lesson, the lesson cost will be credited back to the Learner's account balance.

4.3. Cancellation of lessons is non-refundable; however, rescheduling is encouraged through agreement between Learner and Tutor.

5. Refund Policy

5.1. Learners are eligible for refunds under the following conditions:

- Refund requests submitted within 14 days of the first subscription purchase are eligible for a full or partial refund, provided lessons within the package have not been used.

5.2. Refund requests must include:

- Date of purchase
- Reason for the refund request
- Tutor's name

5.3. Refund requests will be reviewed and decided within 14 calendar days. Refunds will be processed back to the original payment method.

5.4. Transaction fees, exchange rate fluctuations, and other costs incurred by third-party payment processors or banks are not covered by LearnLink.

6. Chargebacks

6.1. Any fees or expenses incurred due to chargebacks or other payment disputes will be covered by the Learner. Chargebacks may result in immediate suspension or termination of account access.

7. Account Balance

7.1. Credits issued due to Tutor absence or approved refunds will be reflected in the Learner's account balance. These credits are valid only for scheduling future lessons and hold no cash value.

8. Deletion of an Account

8.1. If you decide to delete your LearnLink account, your remaining balance will expire. If LearnLink suspends or terminates your account due to a breach of any of our policies, you understand and agree that you will receive no refund or compensation for any unused balance or scheduled lessons.

9. Payment Services

9.1. Payment processing on the LearnLink platform is provided by third-party payment processors, including, but not limited to, Stripe, PayPal, and Unlimit, allowing us to (a) bill Learners without directly processing credit/debit card information; and (b) enable payouts to Tutors.

9.2. Payments made by Learners to LearnLink fully satisfy Learners' payment obligations for tutoring services provided via the platform.

9.3. LearnLink may utilize integrated iframes or third-party payment provider pages for secure checkouts, and Tutors receive payment for each confirmed lesson. All transactions are secured by SSL encryption protection.

10. Amendments

10.1. LearnLink reserves the right to amend this Policy. Changes will be communicated via the platform or email. Continued use of LearnLink after amendments constitutes acceptance of the updated Policy.

For further inquiries or refund requests, please contact LearnLink Customer Support at support@learnlink.com.