



Refunds Policy

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Returns and Refunds Policy

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Services

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Returns and Refunds Policy

Thank you for shopping at Mr James Maths Tuition.

Please read this policy carefully. This is the Return and Refund Policy of Mr James Maths Tuition.

Services

Services which are offered by Mr James Maths Tuition are as follows:

- **1:1 Maths Tuition Sessions – Online, Primary, Secondary and Adult Learners**
- **Homework Support Subscription Service**
- **A question a day**
- **Daily Challenge Questions**

Refunds are issued for services when cancelled within 5 working days of the original purchase of the service. A question a day, and the daily challenge questions is a free service and therefore there will be no refunds issued for this service.

A refund will not be given if a lesson is cancelled less than 24 hours before the lesson is scheduled.

If a bulk number of sessions have been purchased up front, for example a customer purchased 10 sessions for £280.00 and they wish to cancel the session after 2 sessions, then the original amount of the sessions will be deducted, so $2 \times £30$ so the remainder of the funds will be refunded. The discount which will be applied at the end of the sessions, will only be available for the last session, for example £280 the last session will be conducted for £10 instead of £30 however, this does not mean that all sessions are reduced to £28.00. If a student cancels the last session then a refund of £10 will be issued and not £30.00. If a refund is issued for a bulk session booking once more than one session has been used, there will be an admin fee of £30 to process the refund, however, the remaining balance will be refunded to the customer, for example, if a customer decides they would like a refund when they have a balance of £180.00, an admin fee of £30.00 will be deducted from this amount, which means that £150.00 will be refunded to the customer's account.

If a lesson is part of a block booking deal, and the lesson is cancelled less than 24 hours before the lesson is scheduled, then the lesson will be considered as taken. This means, for example, if you book 5 lessons as part of a deal, and you cancel the first one less than 48 hours before the lesson is scheduled, then you will have 4 lessons left. A partial refund of 50% of the total cost will be made. Only a partial refund is given because by booking a lesson, you are preventing others from booking the same time slot, this may cause a loss of business.

Refunds will be issued for items purchased from Mr James Maths Tuition up to 14 working days. To receive the refund, the original purchase receipt must be produced, and the item must be returned unopened, undamaged and in its original packaging.

Refunds can be issued either by store credit which can be applied to a student's account, or by a gift voucher.

Refunds will appear on your bank or card statement 5 - 10 days after being issued, the refund will appear on your bank statement as Mr James Maths Tuition, the refund reference number will match that of the receipt and invoice for the original purchase.

Due to unprecedented circumstances, there may be occasions where a tutor may not be able to visit a student's house to conduct a tuition session. If this is the case, then there will be an alternative option which is suggested, this is most likely to be in the form of an online session. If an alternative option is offered by your tutor, then a refund for this session will not be issued.

If a student has 8 sessions remaining, and the tutor is not able to attend the student's house to conduct a session, the tutor will offer an online session, if the student refuses this session, they will be able to cancel the session and an additional session will be added onto the end of the booking, without giving 24 hours notice, as an exception, however, a refund will not be issued as an alternative option has been suggested. This will be a one off, however, if there is an ongoing issue, then if the student would not like to accept the online session, then they would need to give 24 hours notice of cancellation to prevent charges being applied to the account. If the customer pays session by session, this option applies to bulk session bookings, however, for pay as you go customers, the customer will be able to cancel the session, or have the online session as an alternative, this may be at short notice, the student will be informed if this is going to be an online issue.

All refunds have the option of being refunded in the form of a gift voucher which can be used as part or full payment towards any services offered by Mr James Maths Tuition. Please note that gift vouchers cannot be exchanged for cash and have no monetary value.