



Voucher Policy

22-Nov-2018

Version 1.0

Voucher Policy

Below are the terms and conditions in relation to vouchers which are provided by Mr James Maths Tuition.

- Gift vouchers can be purchased from a maths tutor or through the Mr James Maths Tuition website at the following web address <https://www.mrjamesmathstuition.co.uk/gifts/>
- If an online gift voucher has been purchased, the customer will be issued with an electronic code where they are able to book a session, or purchase goods and services through the Mr James Maths Tuition website.
- If a customer decides to purchase a physical gift voucher rather than an online one, a cost of £1.00 will be applied to the amount of the voucher to cover the cost of post and packaging.
- Gift vouchers can be purchased in the following amounts £5, £10, £20 or £50.
- Gift vouchers can be used as part payment towards a maths tuition session with Mr James Maths Tuition or any purchase of goods or additional services provided by Mr James Maths Tuition.
- Vouchers do not have any monetary value, and can not be exchanged for cash under any circumstances.
- Change will not be given for vouchers which have not been fully spent.
- If a student of Mr James Maths Tuition has not spent the whole amount of the gift voucher, a refund for the remaining amount can be issued as a store credit balance on the students account which can be spent in the online shop, or as part payment towards a maths tuition session.
- Voucher codes will have a unique number which will be displayed in the left hand corner of the voucher.
- Once a gift voucher has been used, it will then become void.
- Gift vouchers have an expiry date which is displayed at the bottom right hand corner of the gift voucher. The duration of the gift voucher will usually be 1 month from the date of purchase.
- Any gift vouchers not redeemed before the expiry date will be void and therefore will not be able to be redeemed.
- On occasions there will be promotional gift vouchers, such as Christmas vouchers. The same terms and conditions apply to these gift vouchers as the standard gift vouchers offered by Mr James Maths Tuition.
- Maths tutors will be able to offer a gift voucher of any amount which the tutor feels fit for compensation, or for any complaint made. This will be free of charge to the customer, but the same terms and conditions as above will apply.
- A receipt will be issued for any gift voucher purchase.
- Mr James Maths Tuition has the right to refuse any gift vouchers without a code which is valid and has been generated through the Mr James Maths Tuition website and without an authorised signature.