



Voucher Policy

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Approved By: Brad James

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Voucher Policy

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

1. Gift vouchers can be purchased by emailing: vouchers@mrjamesmathstuition.co.uk or via any of our social media channels. One of the team will then get back to you with further information and will issue you voucher in the amount stated.
2. Any payment for vouchers must be made before the voucher will be issued.
3. Once a gift voucher has been purchased, it will be emailed to the customer using the email address provided at the time of purchase. The voucher can also be sent out via post (recorded delivery), to any given address within the UK at a charge of £2.00.
4. Gift vouchers can be purchased in the following amounts £5, £10, £20 or £50. This is not exhaustive, and more than one voucher can be purchased, so for example, if a customer would like to purchase £100 of vouchers, they can do this by purchasing 2 £50 vouchers, or 5 £20 vouchers.
5. Gift vouchers can be used as part or full payment towards any tuition sessions, or other services offered by Mr James Maths Tuition.
6. Change will not be given for vouchers which have not been fully spent.
7. Voucher codes will have a unique number which will be displayed in the top right hand corner, the code will be different for each voucher. There will be a record of each voucher, time and date of purchase and the customer who has purchased the voucher on the Mr James Maths Tuition System using this unique code.
8. Gift vouchers have no monetary value and cannot be exchanged for cash under any circumstances.
9. Once a gift voucher has been used, it will then become void.
10. A full refund will be issued on gift vouchers purchased within 14 days of the voucher being issued, after this point, there will be no refund available. Refunds will only be issued if the voucher has not been redeemed.
11. No refunds will be issued for any voucher which has been lost, stolen or damaged.
12. Gift vouchers can be purchased on behalf of someone else, however, when redeeming the gift voucher, the person who is going to use it would need to be in possession of the voucher and have proof of purchase.
13. 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 3 months from the date of purchase.
14. Any gift vouchers not redeemed before the expiry date will be void and therefore will not be able to be redeemed.
15. Vouchers can be extended in some circumstances, however, this is at the discretion of the tutor, and a 10% fee of the voucher value will be required in order to extend this. Vouchers will be extended for an additional 1 month from the expiry date. If the date goes beyond this point, the voucher will not be able to be extended.

16. On occasions, there will be competitions where gift vouchers will be issued, the same terms and conditions apply.
17. A receipt will be issued for any gift voucher purchase.
18. You must keep your receipt until the voucher has been spent. If a tutor asks for proof of purchase and you are not able to provide this, the voucher will become void.
19. It is up to the customer to be able to prove that they have purchased the voucher, in the event of any discrepancies, if proof of purchase is not possible, then the voucher will be void.
20. Any tutor, or member of staff are able to issue vouchers. There may be circumstances where a free tuition session voucher is given, this can be for any reason, and the same terms and conditions above apply.
21. Any fraudulent activity or misuse of the vouchers will result in legal action being taken.
22. During special events, we use different types of vouchers, such as Christmas themed ones, the same terms and conditions apply for these vouchers.
23. Any voucher which has been issued as a gift, or good will gesture will also follow the terms and conditions above.
24. Gift vouchers can not be exchanged.
25. Once the voucher reaches its expiry date, or has been redeemed, the details will be kept on the system no longer than 12 months.

Any questions in relation to the purchase of gift vouchers need to be made via email: vouchers@mrjamesmathstuition.co.uk within 14 days of purchase. Any issues which arise after this point will not be actioned and no refunds will be issued after this point.

A copy of this policy will be issued at the time of any gift voucher purchased which outlines the terms and conditions of purchase.