

THE HAPPY/FUN MATH TUTOR



www.HappyFunMathTutor.com

Boca Raton, FL

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## **REFUND POLICY**

*The 1-hour standard tutoring rate is pre-paid and non-refundable.*

Bulk tutoring plans are pre-paid and subject to refunds given the following reimbursement schedule: First, a \$100 processing fee is applied to the account for the time needed to calculate the unused balance and process the refund. The unused balance is calculated by taking the hours used during the subscription period and billing those hours at the current 1-hour standard rate as listed under the 'Rates' section of the HappyFunMathTutor.com website. Any remaining balance, less the processing fee and the recapturing of any applicable PayPal and/or credit card fees, is then reimbursed to the client via personal check within thirty (30) days of receiving the written request. If the unused account balance is negative, then no refund is due; however, any remaining hours would still be available for use until they expire. If the unused account balance is positive, any remaining hours are null and void once the refund check is mailed out.

All refunds must be requested in writing via email to [HappyFunMathTutor@gmail.com](mailto:HappyFunMathTutor@gmail.com). The email must come from the same email address that was provided on the registration form. Clients without email access or those who have changed emailed addresses since registration can make their request for a refund by sending certified mail to Happy Fun Math Tutor, 2901 Clint Moore Road, PO BOX 319, Boca Raton, FL 33496.

### Refund Example #1

A client purchases the 25-hour bulk plan for \$1,500 using a check or cash. After using 8-hours, he or she decides to cancel. The 8-hours used during the plan are billed at the standard rate (e.g., \$69.97/hr) for a total of \$559.76 (8 hours X \$69.97/hr = \$559.76). A \$100 processing fee is then applied to the account for a total fee of \$659.76. The unused balance of \$840.24 ( $\$1,500 - \$659.76 = \$840.24$ ) would then be refunded to the client via personal check within 30-days of receiving the written request. Once the check is mailed out, the remaining 17-hours in the account become null and void. Any future sessions would need to be purchased from a new plan.

### Refund Example #2

A client purchases the 25-hour plan for \$1,500 using a check or cash. After using 21-hours, he or she decides to cancel. The 21-hours used during the plan are billed at the standard rate (e.g., \$69.97/hr) for a total of \$1,469.37 (21 hours X \$69.97/hr = \$1,469.37). A \$100 processing fee is then applied to the account for a total fee of \$1,569.37. The resulting account balance would be (-\$69.37), so no refund would be due. However, the client could still use the remaining 4 hours as needed until they expire.

### Refund Example #3

A client purchases the 1-hour standard tutoring rate for \$69.97 using a Credit Card or PayPal. The following day, he or she decides to cancel. No refund is due since the 1-hour standard rate is non-refundable. However, the client could still use the hour as needed until it expires.

*Please note that a 24-hour notice is always required to cancel a session without being charged.*