

## Refund and Cancellation Policies

( For Online Courses/Classes)

**Thank you for buying a course with us . We want to make sure that our customers have an exceptional learning experience. As with any online purchase experience, the below are the terms and conditions that govern the Refund Policy. When you buy a course of Just Class ( Education with Excellence) you agree to our Privacy Policy, Terms of Use and the conditions covered below.**

- The fees and other expenses payable and the timing of such fees are set out on the [www.justclass.in](http://www.justclass.in) website and with the help of our Just Class Team. Registration fees , Cost of notes , material and other resources are free of cost.
- Just Class team makes every effort to hold fees stable for each academic year. However, Just Class Team reserves the right to increase fees at any time. Any increase will be notified to you at least 30 days before the increase takes effect.

### **Our Course fees is non-refundable.**

a. We take pride in the quality of our offerings. If something has not met your needs , feel free to mail us at [support@justclass.in](mailto:support@justclass.in) . One of our representative will get back to you within 24 hours.

b. Once lessons have begun payment is non-refundable. Just Class does not, under any circumstance, give refunds to students who do not or cannot finish the program for which they have registered.

c. **Students who are late or miss classes** -

It is extremely important that students respectfully attend all sessions on time. If a student is late for a Class, the teacher will wait up to 10 minutes before the student will be considered absent and thus will not be refunded for the Class. If a student is unable to attend a Class, the student must contact a minimum of 4 hours

prior to the lesson or they will not be refunded for that lesson. All efforts will be made from the time the notice is provided to re-schedule the lesson at an agreed upon date and time. This re-scheduling must not influence or interfere with the start of the next course or module. If the teacher cancels the class , he/she will compensate the class as per the convenience of child's day, date and time with the teacher's availability.

**“Refund will take place only when a course is being cancelled on our end”.**

Note: Refunds will be processed within 7 days of approval and validation of refund request.

## **Rescheduling Online classes**

### **( Only for 1 :1 Class size )**

- The rescheduling of online classes is possible; however, keeping in mind the goal of globally maintaining a high-quality service, and in consideration of the detailed scheduling facilitated by our Academic Department, Just Class permits the rescheduling of one class per month. In order to reschedule, the student must:
  1. Notify your teacher by email [info@justclass.in](mailto:info@justclass.in) within 24-hours of your class start time; notification less than 24-hours is not valid and results in loss of the class.
  2. Rescheduled classes must occur within the confirmed course dates and ideally be rescheduled during the same week of cancellation; rescheduling requests must be sent in writing to [info@justclass.in](mailto:info@justclass.in) and will do the rescheduling as per the availability of teacher's class.

## **Suspension (Hold/Postponed) of Online Classes by the Student**

If once the program initiates and the student wants to suspend classes. Kindly note that upon restarting , the class schedule may vary due to teacher availability. In case the student cannot restart classes within the maximum 4-week suspension time frame, the program will be terminated without refund. Suspension of classes requests must be writing in mail to [info@justclass.in](mailto:info@justclass.in).

### **Policies for group class cancellation**

1. In group classes a no-show results in the loss of class and the class will not be compensated.
2. In the case of two absences or two late arrivals per month, the Academic Department recommends tutor sessions to catch up with the group; the additional cost is ₹200 per hour has to be given by student to take extra time.
3. The student must follow the agreed upon class schedule. Only holidays in the Just Class Holidays Calendar ( available on website) will be off days for students in their class schedule.
4. There is a minimum of 2 students per group and a maximum of 8 students. Group programs admit students in any period of the course duration.
5. In the event that only one student remains in the class due to the withdrawal of other students, the group program will be automatically converted to a private program, thus the duration of the course will be reduced and the number of hours of classes will be established accordingly. The content of the course will be adjusted to the new course duration.

## **Acceptance of this Refund Policy**

**It is your responsibility to familiarize yourself with this refund policy . By paying any Course fees , you indicate that you have read this refund policy and that agree with and fully accept the terms of this refund policy.**

**A pupil whose fees have not been paid in full or in accordance with an agreed fee payment plan before the start of course may at any time be excluded from attending until full payment is made.**

**Parents are liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by Just Class in the recovery of any unpaid fees regardless of the value of the claim.**

**Happy Learning !!!!!**

**For any assistance-**

**Support Team – [support@justclass.in](mailto:support@justclass.in)**

**Information Team – [info@justclass.in](mailto:info@justclass.in)**

**Contact – 8929242666 , 8287816621**