💰 Refund Policy

Effective Date: [Insert Date]
Last Updated: [Insert Date]

At FluentAll, we strive to offer a fair and transparent experience for both students and tutors. This Refund Policy outlines the conditions under which refunds or credits are issued.

✅ 1. Lesson Cancellation and Missed Classes

* (**Lessons cannot be cancelled or rescheduled within the last 24 hours**), unless the tutor agrees to accommodate the change.
* If a student (**misses a scheduled class without prior agreement**), the lesson will be **marked as completed** and is **non-refundable**.
* If a (**tutor misses a lesson**), the session will be:

  -**Re-added** to the student's account as credit, **OR**
  -**Refunded** to the student if they choose not to reschedule.

✅ 2. Refund Eligibility

Refunds or credit **may be issued** in the following cases:

* The (**tutor did not attend**) the class and the student does not wish to reschedule.
* The (**tutor exhibited inappropriate behavior**) during the session.
* (**Package termination**) by the student before expiration:

  * The remaining balance **can be used for other lessons or refunded**, after adjusting for any discounts already applied.
  * If the package has **expired**, the refund policy below applies.

✅ 3. Lesson Package Validity and Expiry

* All lesson packages are **valid for 6 months** from the date of purchase.
* A **1-month extension** may be requested by either the tutor or student before expiry.

* If the package **expires**, the remaining balance will be **non-refundable**, and the funds will be distributed as follows:

  -1/3 to the tutor (as compensation for offering discounted lessons)
  -1/3 to the website (to cover service and administrative costs)
  -1/3 to the student as **non-withdrawable platform credit** (can only be used for future lessons)

**This distribution will be applied after adjusting for any discounts already applied.

📌 Refunds **will not** be granted for expired packages unless a documented, valid reason is provided (e.g., serious illness or personal emergency).

⚠️ Important Notes

* Refunds are not issued for technical difficulties caused by the student (e.g., poor internet connection, device issues).
* Repeated abuse of the refund policy may result in account suspension or termination.
* Final decisions regarding refunds, credits, and disputes are made by [FluentAll Customer Support Team) after reviewing the relevant information.

📬 Need Help?

If you believe you're eligible for a refund or would like to request one, please contact our support team:
📧 support@fluentall.com
💬 Live Chat available on our website through Messages "Customer Support".