

Please read these **TERMS AND CONDITIONS CAREFULLY!**

All submitted questions will be reviewed within 7 business days. If a user complains that their question has not been reviewed, the expert's last submission date will be checked. If the submission is older than 7 business days, the issue will be classified as a technical matter and escalated to the technical team for investigation. If the submission is within the 7-day period, an automatic reply will inform the user that their question is still in the review phase. Any question not reviewed within 7 days will be referred to the technical team for prompt resolution.

User agreement:

The terms and conditions page here is a legal and binding agreement between you as a user(s) and Solution Inn. By using Solution Inn, you hereby confirm that you accept these terms and conditions and are ready to abide by them.

In Solution Inn user agreement:

- The word Expert has been replaced by Freelancer. A **Freelancer** is a user that offers services and provides work to the client.
- The services are provided by freelancers can be charged at a fixed price, a price per hour, and a price per milestone. These services delivered are known as **projects**.
- Client can break his/her project into various parts known as **milestones** to manage the project more efficiently.
- On initiation of the Project, client pays fund to the **Solution Inn escrow**.
- **Solution Inn Escrow** is the internal banking system introduced by Solutioninn.com to regulate the proper and unbiased flow of cash to the concerned party. Money is released to the freelancer in accordance with these terms and conditions.
- Freelancers can **create an invoice** after the completion of project to request client for fund release.
- Funds from the escrow account transfers automatically to the Freelancer account once the **invoice is being paid by the client**.
- Client must pay within 7 days of work completion; otherwise the payment will be transferred to the Freelancer automatically.
- All payments for the completed projects must go via Solution Inn. Any payment transfer outside Solution Inn will lead to the permanent **account suspension** of both the client and the freelancer. In case of **SolutionInn balance** is not utilized or not requested until after **180 days** of the deposit, such funds are **non-transferable** and SolutionInn is not liable to honor any request to refund after a period of 180 days has lapsed.
- The freelancer must provide regular updates of the project in the **workspace**.
- **Workspace** is the session between client and Freelancer where all their interaction happens in private. They can upload files, make payments, request a refund or raise a dispute in relation to a job.

- Freelancers must provide the work on workspace within the allotted delivery time decided at the time of hiring at workspace. Late submission from the freelancer will be penalized under **Solution Inn policy statement**.
- Users, both freelancer and client, will be penalized for the **cancelation and refund of project** without a valid reason.
- Solution Inn provide updates, news announcements, service messages, notices and offers to users regularly through email and SMS alerts. If a user wishes to cancel these updates, he/she can easily **unsubscribe from email** notifications using the unsubscribe link found at the bottom of the email or in user account settings.
- **User** is the professional individual/freelancer/contractor/employer/business/student or anyone who uses or visits the website.
- **Website** means the website available at www.solutioninn.com along with its tools, applications, and features provided by solution inn.

Solution Inn platform:

Solution Inn provides a freelance marketplace for clients and freelancers to work with each other and empowers them to buy and sell the services. Solution Inn is the main service provider for both Clients and freelancers. Solution Inn offers opportunities to talented people to expose their skills at an online web portal and earn without any hefty schedules and work timings. Clients post a project and freelancers bid on the project. If they come to an agreement between themselves, client hires freelancer and pays once the job is completed.

Who is eligible to use solution inn?

Solution Inn is a marketplace which offers services to all legal entities. The user of the website must be at least 16 years old and sensible enough to fulfill the binding contracts with other users and the website. Suspended users are not eligible of using Solution Inn.

Fee and charges:

Solution Inn does not charge any registration fee or membership fee. However, there is nominal fee for different services like featuring a project, sealed a project from public view, etc. Solution Inn charges 8% in service charges.

Breach of intellectual property rights:

Solution Inn ensures that intellectual property rights of every user remain intact. It is our policy to take notice of fraudulent activities by receiving feedback from users regularly. If you feel your intellectual property rights have been breached, we will help you resolve the matter.

Implementation of agreement and policies:

Agreements and policies of Solution Inn are meant to be followed. If any user breaches the agreements and policies, Solution Inn has every right to restrict, suspend, and even terminate the account of the user without any prior notice. If your Solution Inn account is terminated, you will not be granted access to any part of website. Once terminated, you cannot enter the website with any other new account. Solution Inn has strong measures to track your identity as a suspended and terminated user. Apart from violation of policies, Solution Inn can also suspend or terminate a user account if they fail to verify or validate their identity.

User acknowledgement of Solution Inn role:

Solution Inn users acknowledge and understand the role of the website as a web-portal where users act as clients and freelancers. Neither clients nor freelancers are employees of Solution Inn. The service provided by freelancers is entirely their own. If the final quantity or quality or provided service is unlike of that which was promised, Solution Inn will not be held responsible for that misrepresentation. The freelancers are not representatives of the company; hence company is not responsible for their acts.

User contract:

Upon selling anything to a client, and if client accepts your service request, you are deemed as entering a user contract under which you as a freelancer sell services and client buys services. You agree to provide the services with full obligation to the other user and, if you do not, you will be held liable to that user. You acknowledge that you are aware of domestic laws, international laws, state laws, regulations and policies that affect you as a client or freelancer. Both client and freelancer must agree that the user contract only is a relationship between both parties as a self-governing contract. There is nothing in this user agreement or user contract which states the relationship status as partnership, joint venture and employment relationship between users.

Currencies:

Parts of the website will display rates in the local currency of that website, in addition to the actual amount. These rates are based on a conversion from the originating currency using indicative market exchange rates. You hereby understand and agree that these rates are only indicative and the amount specified in the original currency is the actual amount. As a convenience service, you may withdraw funds from the website in another currency. If you wish to do so, you will be quoted an exchange rate which will be available for the time specified and you may choose to accept or not. We may charge a fee for effecting the currency conversion transactions. This fee will be embedded within the rate provided to you and the currency exchange will be settled immediately.

We reserve the right to reject any request for a conversion of currency at any time.

You are responsible for all risks associated with converting and maintaining funds in various available currencies including, but not limited to, the risk that the value of these funds will fluctuate as exchange rates change and this could result in a decrease in the value of your funds in aggregate. You must not use or attempt to use the website to engage in speculative trading, which could result in substantial losses. We are not a financial services provider. All information included on the Website in respect of currency conversion is general information only. Use of currency conversion is at your own risk. Currency conversions are final and irreversible.

Security:

The users of Solution Inn must inform website authorities regarding any suspected activity they may find on the website. Unauthorized access to the website and breach of security can harm your Solution Inn account and our services. You are held totally responsible to protect your Solution Inn password. You are the responsible entity. We will not be liable for any action arising from unauthorized access of your account.

Communication:

You consent to receive notices and information from us in respect of the website and its services by electronic communication. You may withdraw this consent at any time, but if you do so we may choose to suspend or close your Account.

Closing an account:

You may close your Account at any time Closing an account is subject to:

- not having any outstanding listings on the website; and
- resolving any outstanding matters (such as a suspension or restriction on your Account); and
- paying any outstanding fees owing on the Account.

Account Agreement

Creating an account on Solution Inn binds you in an account agreement which includes the policies, guidelines, rules, and term of use of your account and other services of the website. All users hereby agree to abide by this agreement and affirm knowledge that the website can change or modify the agreement without prior notice and the revised agreement will be applicable as of the day it is posted on the website.

Digital Signature:

Singing up on the site means you agree with the account agreement and accept all the rules, policies, guidelines and terms of use described in the account agreement including the Escrow instructions at the time of signing up.

Consent to use electronic records:

Signing a digital contract and accepting the terms of account agreement, you are entitled to receive different records such as contracts, communication, notices, and invoices, in writing. To facilitate your use of the website, we ask you agree to receive these documents electronically insured in paper form.

Keep your email address updated:

To make sure we keep on sending you updates and records electronically, we need your email address to remain updated. In case you change your email address, you must update it in your account information.

Hardware and software use:

To keep on receiving electronic records form Solution Inn, you must have the following hardware and software support:

- A valid email address.
- A personal computer which operates platforms like windows and MAC environment.
- An Internet connection with the latest version of software, browsers, plugins and applications installed.
- The Latest versions of programs used to read and display PDF files.
- A printer to make sure you print and store all the electronic records in hard copy form.

Solution Inn suggests every user keeps full record of electronic records in soft and hard copy forms.

User registration:

All users must register to the Solution Inn account to access all the features of website. Your user account information must be updated regularly. Your user account information must be authentic; we do not allow misleading or fake information. Solution Inn has strong checks in place to validate the account information and your account may be subject to review repeatedly and when the need arises.

Users are not allowed to create more than one client or freelancer account at any given time. If such a case is found, the user account can be restricted or permanently terminated with subject to policy violation.

Username and password:

When you register for your new account, you are asked to enter a valid username and password. You can change your username and password at any time after the registration is completed. Your username and password is your entity and you are totally responsible for their security.

You hereby agree that if any one logs in using your username and password, Solution Inn will assume it is either you or you have authorized someone for this act. Nevertheless, you must inform Solution Inn immediately if you suspect the unauthorized use of your account.

Solution Inn Escrow services (SES):

Solution Inn Escrow service is a wholly owned internal operating service of company. Solution Inn escrow service provides users the ability to provide, hold and receive payments for a job. It also facilitates Solution Inn payments. The escrow service is in place for business use only; it is not intended to provide escrow services for any commercial, personal, family and consumer use.

SES is an automated system, which establishes Escrow accounts when a client hires freelancers.

Working of Escrow Account:

Escrow account is a transparent custody of funds by Solution Inn. When client hires a freelancer, the funds transfer from the student's account to an escrow account. Client can request Solution Inn for a refund of funds if not satisfied with the delivered work. Similarly, freelancer can create invoice and request for release of funds from escrow account once they have completed the job.

All refunds are processed according to Solution Inn refund and cancellation policy.

Accepting freelancer invoice:

When a job is completed and the client is satisfied with the work, client pays the invoice of freelancer. By doing so, the client authorizes escrow account as an agent of the client which immediately transfers the needed amount from the escrow account to pending earnings of freelancer.

Use of escrow account in refunds:

Clients must be satisfied with the work provided before releasing funds from escrow account to freelancer account. Once Client pays an invoice, and funds are transferred to the freelancer pending earnings account, refund is not possible except as otherwise required by the applicable law. Client must know that Solution Inn has an arbitration department which resolves disputes.

Client must agree not to ask its credit card company, bank or other payment source providers to charge back released funds for any reason.

SES deduction:

You must agree not to receive any interest on funds of escrow account. SES may deduct fees from the escrow account if required and applicable.

Solution Inn Service Fee:

Solution Inn service fee is applicable to all the Freelancers of website for receiving the services from Solution Inn. The fee structure is as follows: when you receive payments in your pending earnings, you conclusively authorize Solution Inn to charge service fee and make payment to Solution Inn on your behalf. If you are a client, your project fee already contains a small portion of the service fee.

Solution Inn does not charge any membership fee or escrow fee at the moment.

Escrow disputes:

If clients or freelancers find themselves in a dispute regarding escrow account, they are required to pursue the proceedings as mentioned in the refund and cancellation policy. During the process of dispute, Solution Inn will hold the funds in escrow account until the dispute is resolved.

Contacting Us

If you wish to report a violation of the Terms of Service, or have questions or need assistance, please provide us with the relevant details, we will help you resolve the matter.

Default Payment Instruction

Introduction

When the students purchase any of SolutionInn's products or services, SolutionInn Default Payment Instructions apply. Student's user digital signature at the time of sign up confirms the acceptance of these default payment instructions. SolutionInn may revise these instructions at any time without giving the users any prior notice. It is advised to students to review terms and conditions frequently.

Membership Payments

When a student purchases one of the membership plans (monthly or quarterly), as per default payment instructions SolutionInn will automatically charge student's default payment method for membership renewal fee at the end of current membership period. These instructions will not be applicable when the membership is cancelled or auto-renewal feature is turned off by student.

If a student activates a trial membership plan, SolutionInn will automatically upgrade the trial membership plan into a monthly membership plan by charging the default payment source for membership up gradation fee at the end of trial membership period.

Hiring Tutor on a Project

When a student hires a tutor against the tutor's proposed amount, SolutionInn is authorized to charge the default payment method of student in order to complete the hiring process. In case of SolutionInn does not receive payment or the payment is declined for any reason, the hiring process will not be completed until SolutionInn receives the payment. For such reasons which are beyond our control, as per default payment instructions SolutionInn might take several attempts to charge the student's payment method. The amount charged for add-ons is nonrefundable however add-ons amounts are separately shown in student's transaction history.

Paying Tutor on a Project

Tutors normally create invoice once the work is completed and shared on the workspace to the student.

If student is **satisfied** with the work provided by the tutor, then student can release funds from SolutionInn to the tutor within 15 days after the invoice is created or the work was last shared by tutor on workspace. If a student forgets to release payment after receiving the work, SolutionInn

has the right to **release payment** to tutor on 15th day after the work was last shared on workspace.

If student is **not satisfied** with the work, then student can raise a **dispute** against the tutor within 15 days after the work was last shared on the workspace.

Note: In case a dispute is raised within 15 days after the work shared by tutor, SolutionInn will hold the amount until the dispute is resolved.

Disclaimer:

SolutionInn is obliged to follow Default Payment Instructions and make certain that the funds remain available for users according to the terms and conditions. However, SolutionInn cannot be held responsible for funds in case of any unfavorable conditions and circumstances which are beyond our control.

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Dispute Resolution Policy

Introduction

The Dispute Resolution Policy ensures transparency and clarity in managing your account and the services offered by SolutionInn. It provides comprehensive guidelines for effectively resolving disputes, promoting fairness and a satisfactory experience on our platform.

We aim to have positive relationships between tutors and students, with smooth project interactions. Sometimes, disagreements can arise about the work submitted or payment issues. We strongly advise you to first try to resolve these matters directly with your student/tutor in a professional manner.

If resolution attempts are unsuccessful, both tutors and students have the option to initiate a formal dispute process. To ensure a valid dispute, it is essential to adhere to the specified prerequisites outlined below.

Dispute Initiation Criteria for Students and Tutors

When it comes to initiating a dispute, both students and tutors have the right to address any concerns or issues that may arise during their collaboration. Here are the criteria for filing a dispute:

For Students:

Work Contradictions: The student can file a dispute against the tutor's work, due to the following reasons:

- Work not completed within the deadline, or delivered late
- Mistakes, errors, inaccuracies and lack of explanation
- Plagiarized or copied work
- Failure to follow instructions and requirements
- No communication or reply by the tutor after hiring

Timeframe & Project state: There is no defined time-limit for initiating a dispute, irrespective of whether the proposal is labeled as "Closed" or "Completed". A student has the right to file a dispute within 2 months of hiring a tutor.

For Tutors:

Work Contradictions: The tutor can file a dispute on any work related contradictions on the following reasons:

- Failed to provide necessary information
- Additional details were not provided as claimed
- Reduction in deadline after hiring
- Added further requirements

Timeframe & Proposal State: There is no specific time-limit for initiating a dispute after delivering the proposal to the student, regardless of the proposal's status. The tutor can initiate

the invoice anytime after hiring. However, the payment will be released after 10 days of last communication by the student, and the countdown will reset if the student sends a message.

Project Dispute Filing Process

To ensure a fair resolution, it is recommended to resolve the issue with a mutually agreed-upon satisfaction before filing a dispute. If the matter remains unresolved, the **Student** or the **Tutor** have the option to file a dispute regarding the project. Once you have submitted the dispute, you will be able to monitor its progress at any time, by logging into your account.

Negotiation

Once the dispute has been initiated, the student and tutor are provided with a two-day period to negotiate and mutually resolve the terms of the dispute. During this time, both parties have the opportunity to modify the refund amount and terms. However, only the party that initiated the dispute holds the authority to cancel it. Both parties are allowed to exchange supporting documents, files, or correspondences to support their positions and facilitate a mutually agreeable resolution.

Mediation

In case no agreement is reached within the two-day negotiation period, the dispute will proceed to a mediation process facilitated by a SolutionInn mediation specialist. During this phase, the mediator will provide an impartial decision that is final and independent of previous negotiation attempts.

Resolution

The SolutionInn mediator makes the resolution under the following conditions:

When the dispute is resolved in favor of the tutor, the project amount will be transferred to him/her. No fine is charged to the student in this case.

In case of a valid student dispute, the following deductions are made from the tutor's pending earnings:

The **service fee** is deducted and is calculated as \$5 or 15% of the project amount (whichever is greater).

The **refund fee** , which is \$50 or 15% of the milestone amount along bonus (whichever is greater), is deducted if a partial or full refund is issued due to policy violations or failure to meet students' requirements.

When a **partial refund** is issued, both the student and tutor will receive the agreed-upon partial amounts. The tutor's pending earnings will be subject to a refund fee of \$50 or 15% of the milestone amount (whichever is greater) in the following cases:

The tutor completes only part of the work, resulting in a settlement for less than the full project amount.

The work provided by the tutor is unsatisfactory, resulting in a settlement for less than the full project amount.

The following conditions apply for processing the refund to the tutor:

For a Partial Refund, the Service Fee is \$5 or 15% of the project amount (whichever is greater), and the Refund Fee is \$50 or 15% of the milestone amount (whichever is greater). In the case of a Full Refund, the same conditions apply - the Service Fee is \$5 or 15% of the project amount (whichever is greater), and the Refund Fee is \$50 or 15% of the milestone amount (whichever is greater). For No Refund situations, the Service Fee remains \$5 or 15% of the project amount (whichever is greater), while the Refund Fee does not apply.

Note

When work has been revoked / cancelled by the student after hiring a tutor, **no refund fee is applied**.

Solution Inn Privacy Policy

Solution Inn's privacy policy states the rules and practices regarding the information users provide to the website. Solution Inn respects the privacy of site users and it is advisable that all users read the privacy policy terms carefully.

Being a user of this site, we assume your acceptance of our privacy policy which includes all the terms and conditions, guiding principle and policies on the site. Users must visit this page regularly to track any changes or updates as Solution Inn reserves the right to amend the privacy policy without any prior notice.

Your user name, email address, addresses and phone number are classified as your personal information and so this information is termed as personally identifiable. All other information not

personally identifiable or information that does not allow the identification of a user is termed as anonymous information. The anonymous information has no association with your personal information.

When you submit your personal information through our website, you are doing so under the terms of this privacy policy. Submitting personal information will provide Solution Inn an authorized license and an expressive consent to process the personal information in accordance with this privacy policy.

By submitting personal information, you hereby agree that your personal information is allowed to process in your country as well as across other countries where laws for the use of personal information may be less rigorous than laws in your country.

Links to other sites:

Solution Inn hereby claims that it is not accountable for the privacy report or content of any other website Solution Inn may link to. You are made aware that clicking an ad, logo or any link can and may divert you to another website.

You are highly advised to be careful while performing such an activity and to check the URL while clicking any link on the website. Solution Inn suggests that its user read the policy statements of that website whenever linking outside Solution Inn.

Workspace privacy:

The workspace is the private space provided to the client and the freelancer after hiring to make sure they can interact with each other effectively. The workspace is only designed for the exchange and sharing of information that is not shared publicly for the sake of the work at hand. Users are not allowed to use the workspace for any other purpose.

Solution Inn reserves the right to view the information provided by both parties in the workspace in order to monitor the communication and verify the enforcement of the terms in terms and conditions.

Registration:

Submitting personal information as a client or freelancer identifies you and your account. When you register to sell or buy services, you are allowing us to use this information as described in privacy policy terms. However, we are not authorized to share or use your personal information with third parties without your prior consent.

We do not require any personal information at the time of registration apart from user name, email address, addresses, zip code, city, financial information and phone number. In the future, we may request from you and update to your personal information to make your site experience more friendly and convenient.

Solution Inn Payment system:

Solution Inn provides clients with the payment methods of credit card or PayPal to pay for the services bought from freelancers. Solution Inn uses credit card information and PayPal Id to complete the billing operations on behalf of client.

As per the Solution Inn privacy policy, client agrees that Solution Inn can disclose this information with third party to complete the billing operation. Solution Inn stores the encrypted reference ID generated through the payment processor to be used for future payments if client is willing to use the service again. Clients will not need to input this payment information again but will, instead, simply enter this reference ID for future payments processing.

Third party service providers:

We use the services of credit card companies and other such payment processing companies to charge you for providing services. You agree to give us authority to share your personal credentials with them. Email marketing companies also work with us to send emails to you and will use your personal information with Solution Inn consent. We reserve the rights to use your personal information in accordance with terms of privacy policy.

Unrestricted Information:

If you register as a freelancer, you may add skills and expertise relevant to your domain, area of interest and profession. You may also add information regarding your company or business as well and this information can be accessed by any other registered user on the website, specifically clients who will be visiting your profile page to view your skills in the process of deciding whether to hire you or not.

Under this privacy policy, we are not bound to restrict information that you put on your public profile or information you voluntarily make visible to other users. As a freelancer on Solution Inn, you have the option to change the privacy settings available in your user account settings.

USE AND DISCLOSURE OF INFORMATION:

Personal information:

Solution Inn uses personal information to contact users through emails. This personal information is a fundamental part of the Solution Inn newsletter. Under the terms of the privacy policy, we are authorized to use or share your information with third parties. However, we do not rent or sell your personal information to third parties under any circumstance. If you do not want to receive the newsletter from Solution Inn, you can unsubscribe through the preference tab in your account settings.

Social media features:

Solution Inn has social media features such as a Facebook button and widget and share button. These features may collect your IP address and set the cookies to make the functionality of the features more accessible. These features and other such social media widgets are hosted either by our site or by third parties and so your interaction with these features will be subject to the privacy policy of these host websites.

Advertising:

Solution Inn may share personal information with email marketing companies and other third party companies involved in payment processing systems; however Solution Inn will never share your personal information with the advertisers.

Legal requests:

Solution Inn will always strive to minimize breach of user agreement. In the event of breaching intellectual property rights, theft, harassment, concealment, fraud and other rights; Solution Inn reserves the right to disclose your personal information in law enforcement inquiries. We are authorized to disclose any information which might be helpful in resolving the matter and are obliged to comply under such circumstances.

Anonymous information:

We are authorized to use anonymous information to promote the safe and secure use of the website. Solution Inn reserves the right to use or disclose anonymous information in responding to the inquiries made for any breach of terms involved in user agreement.

Data retention / delete:

We use your data (files, documents, information etc.), as long as you are a registered user of the website. In the event that you wish to close your account or want us to stop using your data for providing services or want to delete profile, we can help you do that

Chargeback Policy

Chargeback is the charge a credit card merchant pays to a customer after the customer successfully disputes an item on his or her credit card statement. When clients pay money via credit card for the projects they hire for and do not get the satisfactory service, they file a chargeback with the issuing bank mentioning the reason for chargeback. If client's chargeback is successful the following fees may apply.

For unsatisfactory work, the Service Fee for In Progress projects is \$5 or 8% of the project amount, whichever is greater. If the project is already Paid, the fee is already charged and will not be charged again. The Refund Fee for both In Progress and Paid projects is \$10 or 8% of the project amount, whichever is greater. In cases of Unauthorized Transactions, no Service Fee will be applied for In Progress projects. For Paid projects, the Service Fee that was already charged will be refunded. Regarding the Refund Fee for Unauthorized Transactions, when the fault is from the client side, the refund fee is not charged to the freelancer for both In Progress and Paid projects. The table categorizes these fees under different milestone statuses: In Progress and Paid.

Chargeback reason reported by client	Fee	Service Fee		Refund Fee	
	Milestone	In Progress	Paid	In Progress	Paid

Unsatisfactory work	\$5 or 8% of the project amount (whichever is greater).	Fee is already charged, it will not be charged again.	\$10 or 8% of the project amount (whichever is greater).	\$10 or 8% of the project amount (whichever is greater).
Unauthorized Transaction	No Service Fee will be applied.	Service Fee that already charged will be refunded.	When the fault is from client side the refund fee is not charged to freelancer.	When the fault is from client side the refund fee is not charged to freelancer.

Chargeback process flow

1. **Cardholder contacts the bank for refund or issuing bank detects an anomaly.**
2. **Bank notifies Solution Inn of the reasons reported by cardholder in chargeback.**

This can be due to either:

- **Unauthorized transaction**
- **Unsatisfactory work**

For Unauthorized transaction:

- Solution Inn accepts the chargeback and pays to the issuing bank after debiting from freelancer's pending earnings.
- Fee applies. See table.

For Unsatisfactory work:

- Solution Inn gathers supporting evidence and decides if the cardholder's claim is successful or unsuccessful.
 - **If successful:**

- Solution Inn accepts the chargeback and pays to issuing bank after debiting from freelancer's pending earnings.
 - Fee applies. See table.
- **If unsuccessful:**
 - The transaction is reversed into the freelancer's pending earnings.
 - Fee applies. See table.

1. Anomaly refers to any unusual transaction pattern observed by bank.

2. A transaction that was not authorized by the actual card holder (typically in case of credit card theft).

3. Unsatisfactory work is:

- Not according to specified requirements of client.
- Work submitted after deadline has passed.
- Work submitted is partially incomplete.
- Expressly said by client to be unsatisfied using phrases
 - Not happy
 - Not good
 - Incorrect
 - Information Missing, etc

User Policy

User policy includes all rules, regulations, policies, guidelines, terms and condition pertaining to site usage. This policy was last modified on 13-12-2014. User policy may be revised, modified and updated without giving prior notice to the users and so it is advisable that you visit the policy page regularly for updates.

Communication:

The term communication includes all your messages, negotiation, proposal state, deliverables, accepting deliverables, reviews, milestone creation and completion. This communication happens after you log onto your account and is stored in your workspace. This communication is vital in resolving disputes. The arbitration team will use these records as evidence when needed however, copied documents that are not stored in your workspace are not considered as evidence when resolving disputes.

Users are not allowed to provide their contact information in public messages, private message or job description. Solution Inn provides users the option in the personal information tab of account settings to enter email address, phone number and other personal information.

General User responsibilities:

- 1. Users can use the website as a freelance marketplace, where they may buy or sell services but are forbidden to use it for fraudulent means, promotional activity or any other discreditable purposes.

- 2. It is forbidden to indulge in any activity which might disrupt the website's functionality.
- 3. Attachment or upload of any irrelevant or malicious files anywhere on the website is strictly forbidden.
- 4. Solution Inn prohibits users from sharing any personal contact information with other users, including email addresses, phone numbers, and Skype IDs, etc.
- 5. Extracting data from the website for marketing, advertisement and commercial purposes, etc, or for use on any other websites is strictly prohibited.
- 6. Transfer of a Solution Inn account to another party without the consent of Solution Inn is NOT allowed.
- 7. Solution Inn restricts Users from gathering User Information from the Solution Inn website.

Posting and content policy:

By signing up to Solution Inn, you agree to post information or content on website which is original and true. While posting a job for freelancer services or sending a proposal for a posted job, the content used must be original and not malicious in any way. You must agree to use good sense of judgment while posting reviews, feedbacks, information and remarks to other users.

Solution Inn will not be held responsible for any malicious content posted by any other user or third party, even if such information or content is offensive or otherwise legally actionable. Solution Inn will not be held responsible for the monitoring of any malicious information or content or censoring such content for precision.

Nevertheless, Solution Inn reserves the right to remove or restrict any information or content from the website including job posts and proposals for posted jobs if Solution Inn deems the posted information to be opposing to the terms and conditions of the website.

Profile and thumbnail image:

Profile images uploaded in your profile page should follow following guidelines.

- The profile image must be a truthful representation of you. You cannot use fake, animated or stock images.
- You must be identifiable in profile image and so the image used must not be too small.
- Group photos are not allowed.
- Avatars of a reasonable standard may be accepted.
- *If you are a company, the guidelines for profile images are as follows:*The profile image must be a logo representing your company. Fake and stock images are not acceptable.
- *Companies may also post a thumbnail image on their profiles and the guidelines for such thumbnail images are as follows:*You must be the owner of the image, or must have copyrights or sublicense to use the image.
- The image must be professional whereby trendy, funky images are not allowed for thumbnail images.
- The supported or accepted image upload formats are .jpg, .jpeg, or .gif files (40x50 pixels).
- Animated .gif files are not allowed.
- There is no obligation to upload a thumbnail image, it may be left blank, especially if your chosen image does not adhere to the above guidelines.

Portfolio images:

You may post images to your portfolio to assist you in receiving jobs. These are the guidelines for posting portfolio images: We reserve the right to remove the portfolio image even if the reason is not listed below.

- You must be the owner of the image, or must have copyrights or sublicense to use the image.
- Animated .gif files are not allowed.
- Each image or sample in your portfolio must be unique. We do not allow repetition of samples in portfolio.
- The supported or accepted image upload formats are .jpg, .jpeg, or .gif files. The image files used must be your own; you are not allowed to use the image file of your company marketing material or other advertising or promotional materials like your resume.
- The images must represent your work and skills.
- Irrelevant images are not allowed.

Feedbacks and rating:

You agree that you transfer copyrights for the feedbacks and reviews you use on Solution Inn. You agree that all feedbacks you use in comments and the ratings you allot to other users belong solely to Solution Inn.

You must not use these feedback and ratings on the website in any way inconsistent with the policies of the website. Your feedback is our entity and must not be used in the website for any other reason apart from facilitating the provision of seller services via website. You agree to contact Customer support if there is any violation of the feedback and ratings system and agree not to do anything that affects the integrity of the feedback system, including but not limited to the following:

- Leaving fake and inaccurate feedback of other users.
- Leaving positive feedback of yourself or using a fake account or from another member account.
- Plead with another Solution Inn member to leave a dishonest feedback or a feedback that does not reflect the true feedback the user wanted to leave.
- Threatening other users to leave negative feedback on their pages and inducing them to perform a task that is not part of the agreed contract.
- Retaining funds and forcing other users to leave a positive feedback.

To maintain the integrity of feedback and ratings system, Solution Inn retains the right to remove any ratings or feedbacks.

Refund and Cancellation Policy

Introduction

When you wish to stop using the services provided by SolutionInn that involve prior payments, you are required to act within the guidelines of SolutionInn's Refund and Cancellation Policy. The policy is included in the guidelines, rules, and terms of use of your account and are necessary to follow whenever applicable. By signing up with SolutionInn as either a student or tutor, you are cosigning that you are required to act in agreeance with the policy, regardless of changes made without prior notice. Any change will come into effect the day of which it is posted on the website.

Membership Refund and Cancellation

1.Cancellation

A SolutionInn membership has the ability to be cancelled by the student themselves or by the SolutionInn system.

Cancellation by Student:

A student has the ability to cancel their membership at any time they desire. But, even if a cancellation happens toward the beginning of the period, no refund will be given to the student for money spent on an unfinished period. The membership will be cancelled, and the student will have 24 hours after requesting cancellation to access any downloads, documents, or materials provided by SolutionInn and its tutors before being locked out of all SolutionInn perks. After cancellation, no charge will be made to the student's payment method unless the student reactivates their membership.

Cancellation by System:

SolutionInn has a quality assurance team continuously monitoring the activity of all of its members, ensuring all action taken place of the platform is by the book and legal. If the team sees any student or tutor misusing the service or engaging in fraudulent activity, the system will cancel the account

indefinitely. If your membership runs up and you do not have the money to renew your membership, the system will also cancel your membership. A student can reactivate their membership if it is cancelled by the system. Upon reactivation, your payment method will be immediately charged for whatever membership plan you had before your membership was cancelled. If a student does not wish to reactivate their membership after it has been cancelled by the system, the student may use the instant download option, which is available for \$1.99 per solution.

2.Refund

Any membership charge or fee paid when it is due is non-refundable, regardless of your desire of not using it or to cancel your membership. After cancellation, you are not owed a refund as well, unless specifically noted to you by the SolutionInn team. The membership fee you pay upon first starting your membership or any renewal thereafter will not be able to be refunded if the student has viewed or downloaded a document since the first purchase of the membership.

Project Refund and Cancellation

If a student is unhappy with the work done by a tutor on a project, they are allowed to request a refund that the SolutionInn team will deem necessary or not. SolutionInn encourages the student and tutor to come to a mutually beneficial agreement about what would be fair as a refund. A student may request a partial or full refund within 15 days after the last time the tutor shared work with the student. This 15-day period should be used by the student to come up with a case of objections to the work provided by the tutor. A student may not raise a dispute or ask for a refund if the period of 15 days has passed or if the payment has already been released to the tutor. Find out more about the dispute resolution policy [here](#).

Refund on Solution

If a student finds a solution provided by the SolutionInn to be unsatisfactory, they are encouraged to leave feedback on what the problem is with the solution you received with customer service. If the quality assurance team is unable to resolve the issue brought up, the student will receive a full refund.

External Refund of Deposited funds

If a student on SolutionInn has money left in their account, they may request to withdraw that money, as long as it is not going to be used to pay for their membership, pay a tutor, or for some other use. These funds that you wish to withdraw are funds that you deposited but did not use or money refunded from a dispute you won. A student can only request (if applicable) refund upto last 6 Months. Transactions older than 6 Months cannot be refund. This fund withdrawal will take 4-5 business days to process.

Disclaimer Regarding the Refund and Cancellation Policy

SolutionInn, in its sole discretion, reserves the right to abort the refunds owed to you if the SolutionInn team deems that you have abused the platform or broke guidelines as indicated by the terms of use.

Suspension Policies

Violation of the following policies will result in User Account suspension:

1. Late submission/ Deadline not met:

It is crucial to get acquainted with a project's deadline. If a client reports the Solution Inn team regarding a freelancer's failure to comply with the deadline, the freelancer's account will be suspended. Freelancers must propose manageable deadlines whenever they bid on a project. Account Suspension will not be applicable only if a mutual agreement is reached between both; the client and the freelancer to extend the project's deadline. Persistent violation of the deadline may result in permanent account termination.

2. Plagiarism:

Plagiarism found in any form is highly unacceptable and considered as a violation of Solution Inn's Terms and Policies. A Freelancer found practicing plagiarism will face immediate account Suspension. Make sure the content you provide to the client is 100% plagiarism free and must pass every type of plagiarism checking software like Turnitin and Copyscape. Perpetual violation of the Plagiarism Policy may result in permanent account termination.

3. Sharing contact details:

Solution Inn prohibits users from sharing any personal contact information with others. Anyone found sharing their personal contact information shall be penalized which may include suspension or permanent termination of the account.

4. Duplicate Proposals:

While sending a proposal, freelancers must be careful not to enter the same proposal description as used before. Violation of this policy will limit your access to Solution Inn's freelancing services.

5. Cheating the system:

The rules and regulations laid down by Solution Inn are to be considered absolute. Anyone found trying to bypass the system or violate its policies will be penalized according to the severity of the violation.

The company reserves the right to impose a fine of \$5 or 10% of the total project cost (whichever's greater) if the above mentioned policies are violated.

Job Posting Policy

Posting a Job:

The Job posting policy includes all the rules, policies, guidelines including the term and conditions. The site usage policy was last modified on 13-12-2014. Solution Inn reserves the right to revise or modify the policies at any time without any prior notice the users. We advise you to visit the policies page to be aware of the updates and modifications.

Client must follow these guidelines when posting a job or hiring freelancers:

- Post jobs according to the work you require. Define the scope of the project, the deadlines for the completion, price of project and milestones (if any). Do not hesitate to contact customer support if you need any assistance in job posting.
- Client must try to negotiate with the freelancer before hiring and answer questions asked by the freelancers.

- Client must make clear all the requirements needed for the completion of job to the freelancer before hiring.
- If any additional information, requirements, and tasks are defined after hiring and freelancer starts a dispute, client can lose the case in the process of dispute resolution.
- Freelancers must only accept the proposals if they contain well-written descriptions about the project and if the skills of Freelancers match with those of the project requirements. Deliverables must be well defined and prior client reviews and feedbacks for the freelancer are positive.
- You can evaluate and compare different proposals with standards you have set in your freelancer hunt like education, portfolio, experience, reviews, location, cost and communication style.
- Ask the freelancer about their available hours, so no misunderstanding arises later on.

Prohibited Project posting:

By signing up to Solution Inn, you agree to abide by the following when posting any job or any information on the website:

- You must not post any job, submit any proposal or share any information using Solution Inn that violates any applicable rules or laws of the U.S and any other country.
- It is strictly prohibited to post any job which is fake, to post a job with the intentions to solicit free services, and to post only for seeking price information.
- You must not request a freelancer to provide a case study or mock-ups of the job posted as a proof of eligibility and skills to consider proposal for approval.
- You must not post any project that breaches the intellectual property rights or copyrights of any third party.
- You must not post any content that infringes upon the user agreement of third party websites or privacy policies.
- You must not post any adult or sexually explicit material in project posting or job posting.

Membership Policy

1. Automatic renewal of membership:

Payment for certain Services is due in advance of each applicable membership period (each month). Monthly memberships will automatically renew and your credit card or other payment method you provide will be charged on the first day of each renewal period until your membership is terminated by SolutionInn or cancelled or paused by you. Your membership will cease to renew automatically when you do not have sufficient balance in your account or in your verified payment source to renew the membership.

2. Payment and fee charges:

If you select the membership, SolutionInn charges student's payment source that he had added immediately upon that purchase of the membership and any renewal thereof. Students agree to pay all applicable fees for your membership plus any applicable fees and taxes or other charges as may be required, when due and payable. All fees and charges are payable in advance and non-refundable, including after cancellation, unless otherwise disclosed at the time of purchase.

3. Pausing the membership:

The memberships can be marked as PAUSE by the Students any time before the expiry of current membership period. The membership can be paused for any number of months (PAUSE PERIOD) ranging from 1 to 6. The membership will not be renewed automatically until the pause period has passed. Upon pause the current membership charges will not be refunded and the Student will have the access to view or download the documents for the remaining period till the expiration date of current membership. Student's payment source will not be charged until earlier of when membership is resumed or pause period has passed. During the pause periods, our regular prices of \$1.99 per download will be applicable.

3.1 When membership is resumed:

Once the paused period as requested by Student has passed, the very next day the membership will be resumed and your payment source will be charged as per payment rules discussed above. The students have a choice to resume the membership any time before the pause period is passed.

3.1.1 When Membership is RESUMED before expiry of current membership:

If the pause is resumed before expiry of current membership, no membership charges will be deducted and the student will have the access to documents for remaining days left to the expiry of current membership period. In this case the membership will be automatically resumed on the first day after the expiry of current membership period and charges will be deducted from Student's payment source on that day.

3.1.2 When Membership is RESUMED after expiry of current membership but before the pause period has ended:

If the membership is resumed during the pause period, membership charges will be deducted on the day of resume and the student will have the access to documents for membership period. In this case the automatically renewal feature will be activated and student's payment source will be charged for 1 month / 3 months membership onwards.

4. Up gradation of monthly membership from trial membership:

The membership status of a user, who opted for a 7 days trial membership, will automatically be updated to monthly membership and payment method you provide will be charged on the first day of each renewal period until your membership is terminated by SolutionInn or cancelled by you. Your membership will cease to renew automatically when you do not have sufficient balance in your account or in your verified payment source to renew the membership.

5. Cancellation of Membership:

The membership can be cancelled by a Student or system. Upon cancellation by student the current membership charges will not be refunded. During the cancellation, our regular prices of \$1.99 per download will be applicable.

5.1 Cancellation by Student:

A student can cancel the membership at any time after the purchase. When a student cancels the membership after the purchase, the access to views and downloads will continue only for next 24 hours. Student's payment source will not be charged until student re-activates membership.

5.2 Cancellation by System:

SolutionInn quality assurance teams will be continuously monitoring the activities of students. If any student is observed misusing the membership privileges or being engaged in fraudulent activities, the membership will be cancelled by system and student will not be able to view or download the solutions. Your membership will also be cancelled by system if the balance in your account is insufficient. When

membership is cancelled by system the student can reactivate the membership at anytime. In that case the student's credit card will be charged immediately and access to solution views and downloads will be opened for the membership period. During the period when your membership is cancelled, student will be able to use our instant download purchase option (\$1.99 per solution).

5.3 Reactivating the membership:

The memberships can be reactivated after cancellation by student as discussed above under section 5.1. If a student reactivates the membership within 24 hours of cancellation, no charges will be deducted for that month. The membership once cancelled will not be renewed automatically until the Student reactivates him/herself. The students have a choice to reactivate the membership anytime before the pause period is passed.

5.3.1 When Membership is REACTIVATED before expiry of current membership:

If the membership is reactivated after pause but before expiry of current membership period, no membership charges will be deducted and the student will have the access to documents for the rest of the remaining days left to the expiry of current membership period. In this case the membership will be automatically renewed on the first day after the expiry of current membership period and charges will be deducted from Student's payment source on that day.

5.3.2 When Membership is REACTIVATED after expiry of current membership:

If the membership is reactivated after expiry of current membership, charges will be deducted on the day of reactivation and the student will have the access to documents for next 30 days / 90 days period. In this case the automatically renewal feature will be activated and student's card will be charged for monthly membership onwards.

6. Refunds

All membership charges, fees and charges paid in advance are non-refundable, including after cancellation, unless otherwise disclosed exclusively. We do not provide refunds once a Student has viewed or downloaded at least one document as a membership holder.

7. Fraudulent Activities

We wish to draw the attention of our customers, users of SolutionInn study membership, tutors or experts and members of the general public to the prevalence of fraudulent activity being perpetuated by fraudsters who aim to deceive and defraud our customers, members of SolutionInn, SolutionInn LLC itself and the general public. This type of fraud may be via email, letters, text messages, facsimile or by using a website purporting to be that of SolutionInn LLC. Further fraudulent activities include attempts for using the products, resources and intellectual properties of SolutionInn LLC with any fraudulent intentions. Such members, if found executing above mentioned activities will be charged a penalty fee of \$1,000 and their account will be permanently terminated.

8. General Disclaimer

The Services provide a marketplace of Students and Tutors. We don't hire or background check Tutors, we aren't responsible for reviewing Content for accuracy, reliability or appropriateness, nor are we responsible or liable for any interactions between Students and Tutors. We are not responsible for disputes, claims, losses, injuries, or damage of any kind that might arise out of or relate to conduct of Students or Tutors, including, but not limited to, any Student's reliance upon any information provided by a Tutor. You understand that by using the Services you may be exposed to Content that is offensive, indecent, or objectionable. You hereby agree to hold SolutionInn harmless from and against any and all claims that you may have arising out of your access or use of any Content.

Code of Honor

The goal of this code is to make SolutionInn's communication system as safe and professional as possible. It is important, as a SolutionInn tutor that you know and follow your obligations, while using the SolutionInn platform, so that you can succeed and thrive on the platform.

SolutionInn offers tutors a great deal of benefits such as:

- 1) help building your reputation as a tutor,
- 2) secure money transactions,
- 3) privacy,
- 4) freedom to work where you chose, whenever you choose, etc.

Tutors on SolutionInn are expected to comply with all SolutionInn's Terms of Service and Code of Honor. The failure to comply with SolutionInn's Terms of Service or Code of Honor can result in account suspension and penalty fees. The following are the violations that must not be conducted at all times.

Violations

1.Sharing Contact Information

As a tutor on SolutionInn, you are not allowed to share your personal contact information with students. Tutors are strictly prohibited from accepting off portal jobs or payments from their SolutionInn customers. If a customer proposes to pay you outside of SolutionInn, please decline and let us know.If we find that any tutor is sharing their personal contact information through chat, workspace messages, or any other means, then you will face the following repercussions:

- 1) A One-week suspension of your account**
- 2) A \$150 violation fee, which will be charged from pending earnings and account balance.**

If tutors connect with customers outside of the SolutionInn platform, they are taking customers out of the system. It is pertinent that tutors always receive payment though SolutionInn, so that we can continue to ensure your safety and privacy, as well as grant you access to eager students that are ready to learn.

If you notice unsafe, inaccurate, or against policy behavior, do not hesitate to flag a post as “inappropriate” or contact customer service. Together, we can maintain a safe, professional, and educational online portal.

Disclaimer: In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from any sort of arrangement between customer and tutor other than from the use of this website.

2. Renegotiating Price after getting Hired

Payments through SolutionInn are safe, timely, and hassle-free. At SolutionInn, we require that all payments go through our platform ensuring that fixed-price contracts are properly paid.

If a customer suggests that you accept a payment outside of SolutionInn, report it to us immediately. Likewise, if you, as a tutor, accept or demand payment outside of the platform, you will be reported, as we encourage customers to report such activity.

Also, it is a violation for tutors to request extra money, after accepting a job. It is pertinent that you read all the requirements of a job, prior to accepting it. It is prohibited to renegotiate the monetary details of an accepted job.

Sending or receiving payment directly is considered circumvention of our platform, and is a violation of SolutionInn's Terms of Service. If anyone engages in circumvention of our Terms of Service, it will result in account suspension and a monetary penalty. SolutionInn staff will investigate and may take the following actions appropriately.

1) A One-week suspension of your account

2) A \$100 violation fee, which will be charged from pending earnings and account balance.

3. One Person Operating Multiple Accounts

As a SolutionInn tutor, you are only permitted to operate one account. Students that sign-up with SolutionInn are placing a great deal of trust in not only the company but in you as a tutor. They expect an authentic tutor to be guiding them through their studies. By violating this trust and masquerading as multiple people, the user will:

1) Have each of their extra accounts be terminated so only one remains.

2) Not be able to withdraw earnings from the terminated accounts.

Note: If a student is unhappy with the work done by a tutor on a question, they are allowed to request a refund that the SolutionInn team will deem necessary or not. SolutionInn encourages the student and tutor to come to a mutually beneficial agreement about what would be fair as a refund. A student may request a partial or full refund within 15 days after the last time the tutor shared work with the student. This 15-day period should be used by the student to come up with a case of objections to the work provided by the tutor. A student may not raise a dispute or ask for a refund if the period of 15 days has passed or if the payment has already been released to the tutor. Find out more about the dispute resolution policy [here](#).

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