

# Refund & Cancellation Policies





## Refund and Cancellation Policies

At Studdia, we are committed to providing our customers with high-quality products and services to support their language learning and professional development needs.

To ensure transparency and clarity in our business transactions, we have established comprehensive refund and return policies for each of our products and services. This document serves as an overview of our policies for your reference, encompassing a range of offerings, including IELTS preparation, language coaching, and more.

We encourage you to review these policies carefully to understand your rights and responsibilities when engaging with our services. If you have any questions or require assistance, we are always here to assist you. Thank you for choosing Studdia as your partner in achieving your goals.



# Language Coaching

## Refund and Cancellation Policy



### Studdia Language Coaching Refund and Cancellation Policy

Customers who have purchased Language Coaching for Proficiency through our website have the following options:

#### Cancellation:

- Customers may cancel their session up to 96 hours (4 days) before the scheduled appointment and receive a full refund.

#### Rescheduling:

- Customers may reschedule their session once for free up to 72 hours (3 days) before the scheduled appointment. This means you can change the date and time of your session without any additional charges. The 72-hour rescheduling period is calculated from the scheduled session start time.

#### No Refunds after 96 Hours:

Studdia Live (Studdia) operates on a no-refund policy for cancellations made within 96 hours of the scheduled appointment. If you cancel within this window, no refunds will be issued. However, you can still reschedule if it's done at least 72 hours before the session.

#### Exceptions for Emergencies:

Studdia Live understands that emergencies can arise. We will consider the following types of emergencies as valid exceptions to our cancellation and rescheduling policy:

- **Medical Emergencies:**

- If a customer or an immediate family member experiences a sudden medical emergency that prevents them from attending the scheduled session, we will allow them to reschedule without any penalties. Medical documentation may be required.

- **Natural Disasters:**

- In the event of a natural disaster or extreme weather conditions that make it unsafe for the customer to participate in the session, we will reschedule without penalties.

- **Death in the Family:**

- In case of the death of an immediate family member, customers can reschedule their session without penalties.
- **Technical Issues on Our End:**
  - If Studdia encounters technical issues or unforeseen problems that prevent the session from taking place, we will promptly reschedule the session at the customer's convenience or provide a full refund if rescheduling is not possible.

### **Cancellation by Studdia:**

In the rare event that Studdia Live needs to cancel a scheduled session for reasons beyond the customer's control, such as unforeseen technical issues on our end or other emergencies, we will offer the following options:

- A full refund of the session fee.
- The option to reschedule the session at no additional cost.

### **EU Customers and 14-Day Cooling-Off Period:**

For customers residing in the European Union, there is a statutory 14-day cooling-off period from the date of purchase. However, this cooling-off period is not valid if a session is scheduled to take place within 14 days from the date of purchase. Therefore:

- If a customer schedules a session fewer than 14 days in advance, the 14-day cooling-off period does not apply.
- If the session is scheduled to take place within this 14-day period, and the customer wishes to cancel or reschedule, they must notify us at least 72 hours before the scheduled session.

### **Scheduling Restrictions:**

To optimize scheduling logistics and ensure effective planning:

#### **Minimum Scheduling Notice:**

- Sessions must be scheduled no fewer than 4 days in advance. This means that you cannot schedule a session for the next day or within a 4-day window.

#### **Maximum Scheduling Period:**

- Sessions can be scheduled up to a maximum of 60 days in advance. This allows for advanced planning while ensuring flexibility for our customers.

### **Session Duration:**

The typical duration of a session is 60 minutes. Please consider this when scheduling your session.

### **Refund Processing Time:**

Refunds will be processed within 7 business days from the date of the cancellation request.

### **Teacher-Student Relationship:**

Due to the nature of our Language Coaching for Proficiency service, customers often develop close relationships with their teachers. In line with our agile values of putting people first, we encourage an open and informal communication approach between teachers and students. While this policy serves as a guide, situations related to cancellations and rescheduling are typically resolved in a more informal setting directly between the teacher and student. This approach allows for personalized and collaborative solutions tailored to the unique needs and circumstances of each student.

### **Policy Updates:**

Please note that this policy may be updated and revised as needed. Any changes to the policy will be communicated on our website, and the revised policy will apply to future purchases.

### **Contact Us:**

If customers have any questions or need assistance with rescheduling, they can contact our customer support team at [info@studdia.live](mailto:info@studdia.live) for assistance.

**Date: September 2024**



# IELTS Speaking Mock Exam

## Refund and Cancellation Policy

### Studdia IELTS Speaking Mock Exam - Refund and Cancellation Policy

Customers who have purchased the IELTS Speaking Mock exam through our website have the following options:

#### Cancellation:

- Customers may cancel their session up to 96 hours (4 days) before the scheduled appointment and receive a full refund.

#### Rescheduling:

- Customers may reschedule their session once for free up to 72 hours (3 days) before the scheduled appointment. This means you can change the date and time of your session without any additional charges. The 72-hour rescheduling period is calculated from the scheduled session start time.

#### No Refunds after 96 Hours:

Studdia operates on a no-refund policy for cancellations made within 96 hours of the scheduled appointment. If you cancel within this window, no refunds will be issued. However, you can still reschedule if it's done at least 72 hours before the session.

#### Exceptions for Emergencies:

Studdia understands that emergencies can arise. We will consider the following types of emergencies as valid exceptions to our cancellation and rescheduling policy:

- **Medical Emergencies:**

If a customer or an immediate family member experience a sudden medical emergency that prevents them from attending the scheduled session, we will allow them to reschedule without any penalties. Medical documentation may be required.

- **Natural Disasters:**

In the event of a natural disaster or extreme weather conditions that make it unsafe for the customer to participate in the session, we will reschedule without penalties.

- **Death in the Family:**

In case of the death of an immediate family member, customers can reschedule their session without penalties.

- **Technical Issues on Our End:**

If Studdia encounters technical issues or unforeseen problems that prevent the session from taking place, we will promptly reschedule the session at the customer's convenience or provide a full refund if rescheduling is not possible.

**Cancellation by Studdia:**

In the rare event that Studdia needs to cancel a scheduled session for reasons beyond the customer's control, such as unforeseen technical issues on our end or other emergencies, we will offer the following options:

- A full refund of the session fee.
- The option to reschedule the session at no additional cost.

**EU Customers and 14-Day Cooling-Off Period:**

For customers residing in the European Union, there is a statutory 14-day cooling-off period from the date of purchase. However, this cooling-off period is not valid if a session is scheduled to take place within 14 days from the date of purchase. Therefore:

- If a customer schedules a session fewer than 14 days in advance, the 14-day cooling-off period does not apply.
- If the session is scheduled to take place within this 14-day period, and the customer wishes to cancel or reschedule, they must notify us at least 72 hours before the scheduled session.

**Scheduling Restrictions:**

Customers are allowed to schedule sessions within a specific time frame to ensure effective planning and organization. Please take note of the following scheduling restrictions:

**Minimum Scheduling Notice:**

- Sessions must be scheduled no fewer than 4 days in advance. This means that you cannot schedule a session for the next day or within a 4-day window.

**Maximum Scheduling Period:**

- Sessions can be scheduled up to a maximum of 60 days in advance. This allows for advanced planning while ensuring flexibility for our customers.

These restrictions are in place to optimize scheduling logistics and to provide both parties with ample time for preparation. We appreciate your understanding and

cooperation in adhering to these scheduling guidelines.

**Session Duration:**

The typical duration of a session is 60 minutes. Please consider this when scheduling your session.

**Customer Responsibility:**

It is the customer's responsibility to ensure they have the necessary equipment, internet connection, and environment conducive to the session. If technical issues on the customer's end prevent the session from taking place, no refund will be issued.

**Policy Updates:**

Please note that this policy may be updated and revised as needed. Any changes to the policy will be communicated on our website, and the revised policy will apply to future purchases.

**Contact Us:**

If customers have any questions or need assistance with rescheduling, they can contact our customer support team at [info@studdia.live](mailto:info@studdia.live) for prompt assistance.

**Date: September 2024**





# IELTS Writing Feedback

## Refund Policy

### IELTS Writing Correction and Feedback Service Refund Policy

- 1. Refunds:** The IELTS Writing Correction and Feedback service operates on a strict no-refund policy. Once the product is purchased online, refunds will not be issued under any circumstances.
- 2. Submission Period:** Customers who have purchased the IELTS Writing Correction and Feedback service may submit their writing tasks for correction and feedback within a period of up to 6 months from the date of purchase. This allows flexibility for customers to use the service at their convenience within the specified timeframe.
- 3. Gifting the Product:** Customers have the option to gift the IELTS Writing Correction and Feedback service to someone else within the 6-month period. To do so, they should contact our customer support team with the recipient's details, and we will update the account accordingly.
- 4. Credit Towards Other Products or Services:** Customers can use the amount they have paid for the IELTS Writing Correction and Feedback service as credit towards the purchase of another product or service offered by Studdia. If the chosen product or service exceeds the credit amount, we will send an invoice for the remaining balance. If the chosen product or service is less than the credit amount, the remaining credit can be used for future purchases.
- 5. Feedback and Corrections:** The IELTS Writing Correction and Feedback service is committed to providing valuable feedback and corrections to improve your writing skills. Our team of experts will diligently review and correct the submitted writing tasks, offering constructive feedback and suggestions.
- 6. Turnaround Time:** We strive to provide timely feedback and corrections. The typical turnaround time is 48-72 hours, but this may vary depending on demand.
- 7. Policy Updates:** Please note that this policy may be updated and revised as needed. Any changes to the policy will be communicated on our website, and the revised policy will apply to future purchases.
- 8. Contact Us:** If customers have any questions, require assistance with their submissions, or wish to use their credit towards another product or service, they can contact our customer support team at [info@studdia.live](mailto:info@studdia.live) for assistance.

*Date: September 2024*



# IELTS Academy

## Refund and Cancellation Policy



### Refund and Cancellation Policy for Studdia Live's IELTS Academy Course

- 1. Course Duration:** The IELTS Academy course offered by Studdia Live spans over 8 weeks, consisting of intensive study and training sessions.
- 2. Enrollment Criteria:** Prospective students must possess a minimum English proficiency level of B2 and commit to the full 8-week duration of the course. Enrollment typically closes two weeks before the course commencement date.
- 3. Refund and Cancellation Reasons:** Students may request a refund or cancellation due to unforeseen commitments or scheduling conflicts. Given the intensive nature of the course, it demands significant study time, and we understand that students may encounter unexpected challenges.
- 4. Trial Period or Money-Back Guarantee:** Studdia Live does not offer a trial period or money-back guarantee for the IELTS Academy course.
- 5. Course Delivery:** All course materials and sessions are conducted online via digital platforms.
- 6. Non-Refundable Fees:** There are no non-refundable fees or charges associated with course enrollment.
- 7. Refund Process:** Students must formally request a refund by email, detailing their situation. Refunds are processed according to the following guidelines:
  - Cancellation Two Weeks Before Course Commencement: Full refund minus €376 administrative costs.
  - Cancellation During First Two Weeks of Course: 60% of the course fee will be refunded.
  - Cancellation After Second Week or No Show: No refund will be issued.
- 8. Exceptions:** Requests for refunds outside the specified timelines will be considered on a case-by-case basis.
- 9. Course Transfers and Rescheduling:** Studdia Live accommodates requests for course transfers or rescheduling based on availability. Students can contact us to arrange for a suitable alternative course date.

**10. Legal Disclaimer:** Studdia Live reserves the right to modify or update this refund and cancellation policy at any time without prior notice. Any changes to the policy will be communicated to students in advance. This policy is subject to the laws and regulations of the jurisdiction in which Studdia Live operates.

**11. Contact Information:** For refund requests or any inquiries regarding the refund and cancellation policy, please contact us via email at [info@studdia.live](mailto:info@studdia.live)



