

Refund Policy

At Aimers Academy LLC ("Aimers Academy," "our," "we," or "us"), our goal is to provide a quality tutoring experience. However, we understand unforeseen circumstances may arise that require a refund. Our policy aims to handle such cases fairly.

Refund requests

If you are dissatisfied or unable to attend tutoring for any reason, please contact us promptly at info@theaimersacademy.com to request a refund. We will evaluate each case individually.

Approved refunds

Refunds will be provided in the following circumstances:

- I. For any classes you have pre-paid for but are unable to attend due to an unexpected scheduling conflict, illness, emergency or other reason outside your reasonable control. We simply request as much advance notice from you as possible.
- II. If classes are canceled due to tutor illness, unavailability or other issues on our end. We will refund the canceled session fee or offer a make-up class based on availability.
- III. If you have pre-paid for a set number of classes and need to withdraw early for any personal reason before completing the full set. Refunds will be prorated based on number of classes remaining.
- IV. If you request a refund within 3 days of purchasing a tutoring package before any classes have taken place. We will provide a full refund in this scenario.
- V. We cannot guarantee make-up classes or refunds for sessions missed due to student travel or holidays unless it is a national holiday that Aimers Academy observes and also communicates to students.

Refund amounts

Approved refund amounts will account for any discounts applied and be prorated based on the number of unused prepaid classes at the time of withdrawal.

Refunds will be issued via your original payment method within 10 business days of approval.

Make-Up classes

As an alternative to refunds, we will offer make-up classes where feasible for any sessions missed due to tutor or student unavailability. Make-up classes are subject to scheduling and

tutor availability and should be requested as soon as possible. Make-up classes are also limited to a maximum of 2 per month.

Changes to this Policy

We reserve the right to update this refund policy at any time in order to comply with applicable laws and company practices.