



## TERMS & CONDITIONS

### Refund, Attendance & Course Policy – JustAceIELTS

#### 1. Course Enrollment & Fees

All course fees charged by JustAceIELTS are for course enrollment and include live classes (online/in-person), access to Google Classroom, study materials, notes, recordings (if applicable), and teacher support provided by JustAceIELTS during the enrolled period. Fees charged by JustAceIELTS are on a monthly or course basis and not per class or per attendance.

#### 2. No Refund Policy (Strict)

All fees paid to JustAceIELTS are strictly non-refundable once classes conducted by JustAceIELTS have commenced. A refund is applicable only if the student has not attended even a single class and has informed JustAceIELTS in writing before the official course start date. No refunds will be issued by JustAceIELTS once classes have started under any circumstances, including but not limited to personal reasons, health issues, schedule conflicts, travel, dissatisfaction, low attendance, visa or immigration outcomes, or claims regarding usefulness of material.

#### 3. Attendance & Absence

Attendance is solely the responsibility of the student enrolled with JustAceIELTS. Missing classes conducted by JustAceIELTS does not make the student eligible for a refund. Any anticipated absence must be informed to JustAceIELTS in advance and in writing. Failure to respond to follow-ups from JustAceIELTS or absence without notice will be treated as the student's own decision.

#### 4. Study Material & Classroom Access

Access to Google Classroom, digital study material, notes, and shared resources provided by JustAceIELTS constitutes delivery of service by JustAceIELTS. Utilization of these materials is

the student's responsibility. Claims that study material provided by JustAceIELTS is not useful without teacher presence do not qualify for refunds, as teaching support is provided by JustAceIELTS during scheduled classes.

## **5. Late Communication**

Refund requests raised with JustAceIELTS after the course period has ended or after the refund eligibility window are invalid. Retrospective refund claims will not be considered by JustAceIELTS.

## **6. Compensation (Discretionary)**

At the sole discretion of JustAceIELTS, missed classes may be compensated through additional classes or alternative batch support. Such compensation provided by JustAceIELTS is a goodwill gesture and does not imply refund eligibility.

## **7. Final Authority**

The decision of JustAceIELTS regarding refunds, compensation, and course continuation shall be final and binding. Repeated requests after a final decision by JustAceIELTS may not receive further responses.

## **8. Acceptance of Terms**

By making payment to JustAceIELTS and enrolling in the course, the student confirms that they have read, understood, and agreed to all the above Terms & Conditions of JustAceIELTS, including the strict non-refundable policy.