

SCHOOLVILLE REFUND POLICY



Schoolville Refund Policy

At Schoolville, we strive to provide the best possible educational experience. We understand that sometimes circumstances may require you to request a refund. This Refund Policy outlines the terms and conditions for refunds on courses and programs offered through our platform.

1. General Refund Terms

- **Eligibility for Refunds:** Refunds are only available for certain courses and programs, as specified at the time of purchase. Eligibility for a refund may depend on the course or program's specific terms and conditions.
- **Refund Period:** Requests for refunds must be submitted within the specified refund period for the course or program. This period will be clearly stated in the course or program details at the time of purchase.

2. Refund Process

- **Submitting a Refund Request:** To request a refund, please contact our support team at refunds@schoolville.com with your order details, including the course or program name, purchase date, and reason for the refund request.
- **Review and Approval:** Upon receiving your refund request, our support team will review the request and notify you of the approval or rejection of your refund. This process may take up to 14 business days.
- **Refund Method:** Approved refunds will be processed to the original payment method used for the purchase. The time it takes for the refund to be credited to your account may vary depending on your payment provider.

3. Non-Refundable Items

- **Completed Courses or Programs:** Refunds are not available for courses or programs that have been completed.
- **Cours Outlines, Course Materials and Extras:** Fees for course materials, textbooks, or any additional services are non-refundable.
- **Discounted or Promotional Items:** Courses or programs purchased at a discount or as part of a promotion may not be eligible for refunds unless otherwise stated.

4. Special Circumstances

- **Technical Issues:** If you experience technical issues that prevent you from accessing the course or program, please contact our technical support team immediately. We will make reasonable efforts to resolve the issue, and if the issue cannot be resolved, you may be eligible for a refund.
- **Medical or Personal Emergencies:** In cases of medical or personal emergencies that prevent you from continuing a course or program, please contact our support team. Refunds or credits may be considered on a case-by-case basis.

5. Contact Us

If you have any questions or concerns about our Refund Policy, please contact us at:

Schoolville
Finance and Accounts Department
Email: refunds@schoolville.com

We are committed to ensuring your satisfaction and will work with you to address any issues related to your purchase.

Thank you for choosing Schoolville for your educational needs.