

Credit & Refund Policy

- **Credit Requests:**

JE Maths Education may, in its absolute discretion, consider and approve credit requests made by students on compassionate grounds where the students has:

1. severe medical condition,
2. financial hardship,

which prevents his/her attendance to the school.

Otherwise, no credits are given under any circumstance.

JE Maths Education will not consider any application for a credit for:

1. non-attendance,
2. cancellation/discontinuation/withdrawal from the course after the course commencement date,
3. absence due to the student's participation in extra-curricular activities, school functions and entrance examinations for school,
4. personal engagements such as travel and family commitments.

Any and all credit requests made based on medical grounds must be supported by a medical certificate and shall be limited to only one (1) lesson credit per term which remains in the relevant student's name until the next payment. Such credit may be transferable to the student's immediate family members only, who are currently attending our school.

JE Maths Education reserves the right to cancel or reschedule any courses if necessary. All students enrolled in such courses will be notified as soon as possible and we will, within fourteen(14) days, provide credit or refund of the fees for the weeks that course will not be provided, unless the student withdraws from the course before it is cancelled or rescheduled.

Any unused credit held in the student account for more than one term will be forfeited.

- **Refund Requests:**

In the unlikely event that JE Maths Education is unable to deliver a course in full, the school will refund the unused portion of the tuition fees to the student has paid to date. The refund will be paid within fourteen (14) days for the day on which the course ceased being provided.

If the student requests for a refund on a credit balance in the student account, the student will be offered a refund of unspent credit excluding an administration fee (25% of the tuition fees in the credit balance) within fourteen (14) days of receipt of such request.

In the event of a student withdrawing from the course at least fourteen (14) days prior to the course commencement date, the school will refund the tuition fees within twenty-eight (28) days of the receipt of written notice of withdrawal and fully completed Credit/Refund Application Form from the student (or parents or guardians if the student is under 18 years of age).

If the student fails to deliver to the school a written notice of withdrawal and fully completed Credit/Refund Application Form at least fourteen (14) days before course commencement date, there will be no refund of any tuition fees paid.

JE Maths Education may conduct any outstanding fees, charges and debts from the refund payable to the students. All refunds will be paid in Australian dollars by a cheque payable to student's parents, guardians or as directly by them. However, if the student is 18 years of age or over and as paid the tuition fees directly to the school, the refund will be made payable to the student, unless the parents or guardians given directions to the school.

- **Credit or Refund Processes:**

To request credit or refund, the student must submit a completed Credit/Refund Application Form which can be obtained from the office in suite 25, 1 railway parade, Burwood NSW 2134. Please note that at the time of all credit/refund requests, supporting evidence must be provided to the office at JE Maths Education.

- **Grant of Credit or Refund:**

JE Maths Education will use its best endeavors to process all credit and refund applications within five (5) business days, respectively, of receiving the full completed Credit/Refund Application Form together with any supporting documents.

The refund will be made by cheque and be available to collect from the office of JE Maths Education. School will not send cheque by mail or post due to the security reasons.

In any grant of credit or refund, any discount that was given for full-term payment shall be forfeited.

The policy does not affect the student's right to take action under the Australia's consumer protection laws.