

## TutorsPoint Fee Return & Satisfaction Policy

At TutorsPoint, our mission is to connect students with experienced tutors who deliver high-quality, personalised learning. We want every parent and student to feel confident in choosing our platform.

### Our Promise

- **Three Sessions Risk-Free (Per Teacher)**  
If you are not satisfied with your tutor within your first three paid sessions with that tutor, you are entitled to a **100% refund of those sessions — no questions asked.**
- **Switching Teachers**  
If you decide to change tutors after claiming a refund, you can still benefit from this policy with your new tutor. However, **you may only continue with the same subject or topic area.**
- **Simple & Hassle-Free**  
You don't need to explain your decision. Just let us know within **7 days of your third session** with that tutor, and we will return your fees in full.

### Why We Offer This

We believe in the quality of our tutors and our teaching platform. By removing financial risk for parents and students, we want you to focus only on learning and results.

### How to Claim Your Refund

1. Contact our support team via email or live chat.
2. Provide your booking reference and the subject/topic.
3. Your refund will be processed within **5–7 working days** back to your original payment method.

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This wording shows parents/students that:

- They can test different tutors risk-free.
- They cannot “game” the system to get unlimited free lessons in new subjects.