

Terms of Service - Real English with Teacher Grant

1. General Policy

All sales are considered final. However, we understand that things happen. Refunds may be offered on a case-by-case basis depending on the situation.

If you feel you're eligible for a refund, please contact us through Whop or email with a clear explanation of the issue.

2. Refund Eligibility

Refunds may be considered under the following circumstances:

- Technical difficulties that prevent you from accessing a livestream, booking system, or class replay.
- Duplicate purchases or accidental charges.
- Cancellation of a paid class by the teacher (without reschedule).
- Account removal by the teacher before you've used your full access - you may be refunded the remaining balance.

3. Non-Refundable Situations

We do not typically issue refunds for the following:

- "I changed my mind"
- "I forgot to cancel"
- "I didn't attend the class"
- "I expected something different"
- Missing a livestream without notice

These rules help keep things fair for all students and protect the time and resources put into each class.

4. How to Request a Refund

To request a refund, go to your Whop dashboard, select the relevant purchase, and click Request Refund.

Include a short explanation, and we'll reply within 3-5 business days.

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You may also contact us directly through the chat or resolution center if needed.

5. Chargebacks

Filing a chargeback without contacting us first may result in a permanent ban from future services. Always reach out before escalating. We're here to help.

6. Digital Product Access

If your purchase includes downloadable content, no refunds will be issued after access has been granted or used. Please read descriptions carefully before purchasing.

If you're unsure about a purchase, feel free to contact us first - we're happy to clarify before you buy.