

SPECTRUM TUITION GUARANTEE

TERMS & CONDITIONS

At Spectrum Tuition, we are dedicated to supporting your child's academic success. With our **Spectrum Tuition Guarantee**, we are confident your child can achieve an **A** in their **first full term** with us, based on **Spectrum Tuition weekly quizzes**. If they don't reach this goal, you can claim a **full refund**.

How to Claim Your Refund:

To ensure transparency and fairness, the following conditions must be met:

1. Placement in the Correct Class:

- Parents must follow Spectrum Tuition's recommendations for class placement based on your child's initial assessment.
- Accurate placement is crucial to ensure your child is in the best environment to thrive and succeed.

2. Full Participation

To be eligible for the refund policy, the following conditions must be met:

- Your child must attend **all 10 classes within their first full term** and **complete all assigned classwork and homework** during the term.
- This policy does not apply if students enrol mid-term; instead, it will apply to the next full term they enrol in.
- Evidence of completed work must be provided as part of the refund process.

3. Regular Progress Updates:

- Spectrum Tuition will maintain regular communication with you regarding your child's progress throughout the term.
- All updates, including quiz results and feedback, will be documented in myspectrumtuition.com to ensure a transparent record of your child's achievements that you can monitor weekly.

4. Assessment Criteria:

- The **A** grade will be determined by the results of Spectrum Tuition quizzes completed during the term. These quizzes are designed to measure your child's understanding and progress in the program.

5. Submitting a Claim:

- If your child does not achieve an **A** in the Spectrum Tuition quizzes, you can request a refund within **14 days** of the term's completion.
- Submit your request along with a written statement explaining why the goal wasn't met.

Refund Process:

1. Once we verify that all conditions have been met—including correct class placement, attendance, completed work, and documented progress—we'll process your refund within **14 business days**.