

DSS REFUND AND PAYMENT POLICY

June 16, 2020

Your purchase of and payment for tutoring lessons shall be regulated by this Refund and Payment Policy.

PLEASE READ IT CAREFULLY BEFORE MAKING A PAYMENT AS IT DETERMINES YOUR RIGHTS WITH REGARD TO YOUR PURCHASES, INCLUDING ESSENTIAL RESTRICTIONS AND EXCLUSIONS.

DSS strives to ensure clear understanding of financial relations between students and tutors with respect to the services we provide. This policy applies to all services and features made available through the Website (collectively, the “**Services**”).

The term “Client” is understood to mean any of the following:

- Students age 18 years or older;
- Minor students less than 18 years of age; or
- Parents of minor students.

However, only the first and third of these Client types are financially responsible. However, DSS will not provide Academic Services of any kind for minor students without a parent’s authorization and involvement.

Payment for a lesson

There is no cost for the use of any content on our website, www.dualsciencesolutionsllc.com. However, clients are responsible for paying all fees and applicable taxes associated with delivery and consumption of services through the website.

The Client (first and third types, as defined above) is responsible for payment in full to DSS within 48 hours of the completion of a lesson. All payments will be made and collected via PayPal. This means that DSS will only accept Clients with a valid and active PayPal account. For Clients wishing to receive DSS services, but without a PayPal account, they may visit <https://www.paypal.com/us/home>. Registering for a new account is very simple.

An introductory 30-minute lesson will be provided at no cost to the Client. Should the Client wish further instruction beyond this free initial 30-minute lesson, DSS will certainly accommodate the Client and will schedule these lessons, but once these lessons have been provided by DSS there will be no possibility of a refund, although the lessons may be re-scheduled, per the conditions

of this Policy.

Clients who fail to make proper payment following a lesson within the 48-hour period will be cautioned. Should this behavior become more regular in DSS's opinion, DSS reserves the right to terminate all future services for the Client.

DSS is not at this time providing a formal fee schedule for our tutoring services. The range of needs for tutoring in chemistry and organic chemistry is broad, and so it is in both DSS's and our Client's best interests to make these arrangements after the initial free consultation.

Following the initial consultation, new Clients will receive an email from DSS proposing an hourly tutoring rate. These rates are always negotiable, although DSS reserves the right to reject any Client-proposed rate that it feels is below the market value for the particular need and DSS's level of expertise and experience.

Cancellation of a lesson

Lessons can be cancelled **any time up to 4 hours before** the lesson is due to start and rescheduled thereafter without financial consequences. Lessons cancelled **less than 4 hours before** the scheduled time, and in the absence of unforeseen or emergency circumstances that the student/parent can adequately demonstrate and document, will incur the full cost of the lesson with no possibility of refund or credit.

Lessons that are cancelled 24 hours or more before the date and time that the lesson is scheduled will be treated by DSS as if the lesson was never scheduled.

You can cancel/reschedule lessons simply by emailing us at: jeffrey@dualsciencesolutionsllc.com. As a courtesy, we ask that you please provide a general reason for the requested change.

Data provided by you

You agree and understand that billing information, which you provide to make payment for lesson(s) through DSS, is processed PayPal only. DSS do not collect, store or otherwise process your billing information.

You agree that DSS will not be responsible for any failures of the third party to adequately protect such information. The processing of payments will be subject to the terms, conditions and privacy policies of our partners-payment providers in addition to this policy.

Packaged lesson hours

DSS Academic Services allow you to pre-purchase a package of lessons hours. When you have **one or fewer hours left** for an existing package, DSS will notify you, at which time you may elect to Refill the existing package, reduce the package for one with fewer lessons, expand the package, schedule individual lessons, or simply take no action.

Other

DSS is not a bank or any type of financial institution, therefore we do not provide any financial services or advice. Any payments made via our platform are made solely for the purpose of consumption and delivery of educational services between students and Tutors. Such payments may not be made and used for any fraudulent, criminal or illegal activity as defined by the law.

International Tutoring

Dr. David Jeffrey, of DSS, has extensive experience teaching and tutoring non-native English-speaking students in chemistry and environmental science. Dr. Jeffrey has worked with students from the following locations:

- China (PRC)
- Hong Kong
- Indonesia
- Iran
- Malaysia
- Philippines
- Serbia
- South Korea
- Spain
- Taiwan
- Thailand
- Vietnam

DSS provides tutoring services to students outside the United States, but all instruction is in English.

DSS uses the currency converter features of PayPal for Business to accept payments in any of the following currencies. For convenience, the approximate currency conversion for 65 \$USD is included.

When working with students outside the U.S., DSS will convert its Schedule of Rates from USD to the necessary currency, using an appropriate currency converter.

The following are the accepted currencies and the approximate rates for one hour of individual high school chemistry tutoring:

- Australian dollar AUD 95
- Brazilian real BRL 345
- Canadian dollar CAD 88.5
- Czech koruna CZK 1550
- Danish krone DKK 433.6
- Euro EUR 58
- Hong Kong dollar HKD 504
- Hungarian forint HUF 20121
- Indian rupee INR 4056
- Israeli new shekel ILS 224
- Japanese yen JPY 6946
- Malaysian ringgit MYR 277
- Mexican peso MXN 1471
- New Taiwan dollar TWD 1924
- New Zealand dollar NZD 101.5
- Norwegian krone NOK 627
- Philippine peso PHP 3255
- Polish złoty PLN 260
- Pound sterling GBP 52.6
- Russian ruble RUB 4513
- Singapore dollar SGD 90.8
- Swedish krona SEK 616
- Swiss franc CHF 61.9
- Thai baht THB 2016
- United States dollar USD 65.00

