

AMERICAN ENGLISH Payment and Refund Policy

Users found to be in violation of AMERICAN ENGLISH TERMS OF POLICY may be removed from the course and will not be issued a refund or voucher. Refund requests based on grade awarded in a AMERICAN ENGLISH Network course will be denied.

Except as described in this Refund Policy or as explicitly stated as part of the sign-up process for a Service, AMERICAN ENGLISH has no obligation to provide refunds or vouchers.

Payments

All students enrolling in fee-based courses on the Platform must pay via [Paypal](#), CREDIT CARDS, GCASH AND BANK DEPOSITS Users must have an [account](#) with Paypal in order to process a payment.

All teachers/entities marketing/selling fee-based courses on the Platform must have a Paypal account. All payments of course fees by students enrolling in the course will be processed by AMERICAN ENGLISH, and remitted to the teacher/entity seven days after the end of the calendar month and 8 days after the course has started. Total fees must reach a minimum amount of PHP 10000 before it can be remitted, otherwise it remains in AMERICAN ENGLISH escrow account until the minimum sum is reached.

Refunds

AMERICAN ENGLISH courses: For paid registrations in a AMERICAN ENGLISH course conducted by AMERICAN ENGLISH teachers, users have up to 7 days after the payment or 7 days after the program starts (whichever comes later). In order to qualify for a refund, users must not have completed more than 50% of modules or content in a single course. Users may drop the course by going to the Catalog Dashboard. Qualified refund requests may take up to 30 days to process. Users must

complete this [form](#) to request a refund. If you have questions please email us AT info@americanenglish.ph.

AMERICAN ENGLISH hosted courses: For paid registrations to AMERICAN ENGLISH - hosted courses by non-AMERICAN ENGLISH teachers, users have up to 7 days after the payment or 7 days after the course starts (whichever comes later). In order to qualify for a refund, users must not have completed more than 50% of the course modules or content. Users may drop the course by going to the Catalog Dashboard. Qualified refund requests may take up to 30 days to process. Users must complete this [form](#) to request a refund. If you have questions please email us at info@americanenglish.ph.