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PREPLY REFUND AND PAYMENT POLICY

Your purchase of and payment for 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.

Preply 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 and any related Preply mobile device application (collectively, the “**Services**”).

Tutor-Student Transactions

Preply facilitates contracts between users (students (their parents) and tutors) by supplying a platform to request, deliver and pay for such Services. Preply is only a platform and in no case will be a party to any contracts made by tutors and students, or any other service or materials provided by a tutor. Preply will in no way be responsible for monitoring any transactions between students/parents, and tutors.

Billing Currency and Foreign Exchange Risk

Payment transactions will be processed in one of the available currencies as selected by you at checkout. Currently the currencies available to make payments are USD, EUR, and GBP.

For your convenience prices may also be shown in your local currency other than USD, EUR, and GBP. In this case the payment transactions will be processed in USD. The prices you see in currencies other than USD, EUR, or GBP are indicative (for guidance only).

Note that if your selected currency is (a) other than USD, EUR, GBP, or (b) different from your payment method's billing currency, your payment may be processed outside of your country of residence. As a result, certain fees may apply, such as international transaction fees and foreign exchange fees, and the amount listed on your bank statement may be different from the amount shown at checkout.

Preply shall not be responsible for any such fees and currency fluctuations and Preply hereby disclaims all liability in that regard.

We suggest you contact your bank or credit card company if you have any questions about the fees or the applicable exchange rates.

Cancellation of a Lesson

Lessons can be cancelled any time up to 4 hours before the lesson is due to start and rescheduled thereafter.

Otherwise, you are liable to be charged the full amount for the scheduled lesson, unless the tutor agrees not to charge you after a formal discussion.

We reserve the right for every tutor to charge the cost of the lesson that is cancelled less than 4 hours before its due time, without possibility of this amount being refunded to the student or transferred to other tutors.

You can cancel/reschedule lessons through your Preply account easily by clicking the corresponding button in ‘My lessons’ for the scheduled lesson anytime up to 4 hours before your lesson. You will be asked to provide a reason for cancellation which, in most cases, will be forwarded to your tutor.

Change of a Tutor

In case you decided to use your right to change a tutor after the first lesson, you can only do this not more than 2 (two) times. In case you decide to change tutors more than 2 (two) times, the next first lesson with any other new tutor should be paid.

If the tutor doesn't suit you or the lesson didn't take place, we will guarantee you a free lesson with another tutor that you'll choose on the site, or we will refund the payment immediately after submitting. In case the tutor doesn't suit your needs, or your scheduled lesson didn't take place but was accidentally confirmed, you can ask us to refund or transfer these funds to another tutor within 3 days of the scheduled lesson's start time.

Refunds

To make a refund the cancellation of lesson(s) is required to be made in 24 hours before the lesson is due to start.

If there are extenuating circumstances meaning a lesson is missed or needs to be cancelled at short notice, these refunds can be made at the tutor's discretion, but there is no obligation on the tutor to do so.

Please contact your tutor in the first instance if you would like to be refunded. If you do not receive a response, please email support@preply.com with the following information within 72 hours of the original lesson time:

- Date and time of lesson
- Reason for requested refund
- Name of your tutor

The refund option will be available for your payment only during the period of 90 (ninety) days from the date when your payment was made for all unconfirmed lessons. Preply is not responsible for any kind of fee charged by payment systems and will not cover it when initiating a refund. To the fullest extent permitted by law, any refunds at any time are at our sole discretion only.

In case you forgot to claim your refund during the stated period, you can still use these funds and buy the appropriate amount of hours with any other tutor.

In case you chose a refund option, its speed and availability of refunded funds on your bank account will depend solely from the terms and policies of your bank regarding the speed of transactions.

Your refund may be issued only once. If you buy another lesson(s) at a later time, it will not be subject to the same refund request.

No refund will be issued in case the user has lost and/or forgot his/her login credentials (username and passwords), which has resulted in loss of data, temporary loss of access to the user's account or any other inconveniences for the user.

No refund will be issued in case the user has lost connection due to the absence of Internet access, factory reset or updates.

Refund Procedure

You are required to send your refund request at support@preply.com.

The refund decision shall be made up to 30 calendar days.

To the fullest extent permitted by law, any refunds at any time are at our sole discretion only.

Chargeback Related

In the event of a chargeback by a credit card company (or similar action by another payment provider allowed by us) in connection with your purchase of any lesson(s), you agree that we may suspend access to any and all accounts you have with us.

Fees, incurred as the result of chargebacks or other payment disputes brought by you, your bank, or a payment provider, and disputes that require accounting or legal services shall be covered by you.

Expired Account

In case your last activity on Preply as of the last payment date is for more than 180 (one hundred eighty) days, your account will be considered expired and gets deleted. Along with your account or profile all personal data processed by Preply will be erased.

Deletion of an Account

You may request to delete your Account at any time, however, there are no refunds for cancellation.

In case Preply shall suspend or terminate your Account because of breach of any of our policies, you understand and agree that you shall receive no refund or exchange for any unused lessons or any portion of the Service, any content or data associated with your account, or for anything else.

Payment Services

We use third party payment services to bill you through an online payments account in lieu of directly processing your credit/debit card information. Your paid balance for one or more lessons is safe in your account as we use an integrated iframe for checkouts from our partners-payment providers (Braintree, Stripe, PayPal) and tutors get payment for each confirmed lesson. Correspondingly all transactions are secured as our partners-payment providers use SSL encryption protection. All payment information is stored encrypted and securely by Braintree, a PayPal service. We do not store your payment information on our servers.

Data Provided by You

You agree and understand that billing information, which you provide to make payment for lesson(s) through Preply, namely your credit card information and/or PayPal account information, is processed by our partners-payment providers (Braintree, Stripe, PayPal) only. Preply do not collect, store or otherwise process your billing information.

You agree that Preply 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.

You acknowledge that we may change our partners-payment providers and require them to transfer your information to other service providers that encrypt your information using secure socket layer technology (SSL) or other comparable security technology.

Payments and Taxes

Available payment methods through our Services are:

- Visa/Mastercard
- PayPal
- Apple Pay

All payments shall be made through the Services. Upon receiving payment from a student (or a parent on a student's behalf), Preply will hold such payment and disburse it to the applicable tutor on a pro-rata basis on a per lesson basis. All Users agree that they will not sell or buy tutor services or materials from another User other than through our Services.

Tutors, students and parents will be liable for all transaction fees on the services related to the delivery and consumption of services through our Website.

Registering to become a user of Preply is free. Parties are responsible for paying all fees and applicable taxes associated with delivery and consumption of services through our Website, as well as for using the tools with a valid payment method. We charge tutors a commission for our Services. Tutor's failure to pay required fees shall be a material breach of this Policy and [Terms of Service](#).

Payouts

Tutors get payment for each confirmed lesson by a student to their account on the platform. To make the payout tutors may use our third-party payment services (Braintree, PayPal, Skrill, Payoneer, TransferWise) for the secured transactions. Please read more about the privacy and security of such transactions in our [Privacy Policy](#).

Refill Lesson Hours

The Services allow you to purchase package of lessons hours on an automatic basis ("Refill"). When you have one or fewer hours left with the tutor, the same previously purchased package of lesson hours will be added to your account by charging your saved card.

Refill settings may be changed. You may choose how many hours of lessons to refill for each tutor by changing these settings in the "Payment methods".

Refill automatically renews until cancelled at any time in the account settings "Payment methods".

Other

Preply is not a bank or any type of a financial institution, 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.

The exchange rates provided on our Website do not always reflect the real market situation for a specified date. Such exchange rates are provided for the comparative and informational purposes only in order to help you get the best possible Services on our Website. In order to get the real exchange rates on a specific date, please, advise your bank or any other official financial institution.