



TUTORASAP
High Performance
International Study Centre



GARANTÍA DE
ÉXITO DESDE 1997

POLÍTICA DE DEVOLUCIONES

At TutorASAP, we strive to provide exceptional quality service at all times. However, we recognise that unexpected situations may arise that affect customer satisfaction. For this reason, we have established a Returns and Incident Policy to ensure maximum transparency and problem resolution.

1. In the event of a first fault or incident with our services, we offer a 5-10% discount on the next invoice as compensation for the inconvenience caused.
2. If a second fault or incident occurs, we want to assure you that we take the situation seriously. To compensate for any inconvenience, we will offer you a complementary service (SC) of our choice or an extension of the contracted service free of charge.
3. If a third fault or incident occurs again, we understand that this can be frustrating. Therefore, we will compensate you with an extendable SC, giving you an additional experience according to your needs.
4. In case of a fourth failure or incident, we understand that your expectations have not been met according to our standards. Therefore, we will proceed to refund you the corresponding amount from the moment the infraction occurred.
5. In exceptional situations where a fifth fault or incident occurs, we take full responsibility and undertake to refund you double the amount paid from the time of the offence.

We undertake to deal with any fault or incident quickly and effectively, always seeking your satisfaction as a customer. To report any problems or request a refund, we encourage you to contact our customer service team, who will be happy to assist you.

Atentamente, TutorASAP

www.tutorasap.org