



LinguaVille Refund Policy for Family and School Licenses

Refund Policy for Family Licences.

LinguaVille offers a no questions asked 7 day money back guarantee. After this agreed time no refunds will be offered. If a refund is required, a request is made via email to admin@linguaville.com. Please provide the following information within your email:

- Full Name of User
- Address including Country
- Contact Telephone Number, and or Skype telephone number
- Email address you used within Linguaville registration
- The Date you purchased the registration
- Language(s) purchased requiring a refund
- The Reason you require a refund
- Please also identify the method of payment, i.e. Voucher, Mastercard, Visa, Paypal etc

Once this information has been received by us, please allow the admin department 7 days to process your refund. Once the refund has been made, your registration will be cancelled and you will no longer be able to access your account.

Refund Policy for School Licences

LinguaVille offers a no questions asked 7 day money back guarantee. After this agreed time no refunds will be offered. If a refund is required, you may contact us on [02 4365 1023](tel:0243651023) or alternatively email us on school@linguaville.com. Please provide the following information within your email:

- Full Name of User
- School Name
- Address including Country
- Contact Telephone Number, and or Skype telephone number
- Email address you used within Linguaville registration
- The Date you purchased the registration
- Language(s) purchased, requiring a refund
- The Reason you require a refund
- Please also identify the invoice and method of payment, i.e. Invoice number, Direct Transfer etc

Once this information has been received by us, please allow the school admin department 7 days to process your refund. Once the refund has been made, your registration and licences will be cancelled and you will no longer be able to access your account.

Refund Policy on E Tutor (Service)

LinguaVille offers a no questions asked 7 day money back guarantee on all unused services. After this agreed time no refunds will be offered. If a refund is required on a unused service, please email us on admin@linguaville.com Please provide the following information within your email:



- Full Name of User
- Address including Country
- Contact Telephone Number, and or Skype telephone number
- Email address you used within Linguaville registration
- The Date you purchased the service of E Tutor
- The service requiring a refund
- The Reason you require a refund
- Please also identify the method of payment,
- Any additional information which would be helpful to the admin and E Tutor Dept.

Once this information has been received by us, please allow the admin department 7 days to process your refund. Once the refund has been made, your E Tutor service will be cancelled and you will no longer be able to access this part of the Linguaville system.

For refunds relating to used services, these are subject to internal examination and vetting procedure. All E Tutor lessons are recorded by Linguaville. Any claim is to be made within 24 hours of the end of the lesson to support@linguaville.com providing a written account of the claim. Our Support department will listen to the lesson and then respond in writing to you within 7 working days. This response will be a final decision on the used lesson.

Credit Card and Customer Data Protection Information

Credit Card Transaction Policy

All credit card transactions are done over a secure internet using 256 BIT SSL encryption. Digital certificates are used to maximise security when receiving credit card information.

Consumer Data Protection Information

Information from online transactions is used only for the purposes of accounting. After payment is made, none of the credit card details are stored or retained.

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