

Refund Policy and Procedure

Last updated: 17 February 2021

Introduction

This Refund Policy sets out how B STAR MUSIC SDN BHD deals with requests for refunds (or repairs or replacements) and explains when purchasers may be entitled to a refund or replacement, when they may not, and what they can do to request one

Purpose and scope

This policy applies to the refund of tutoring session fees that have been paid by students/parents ('You' or 'you') to B STAR MUSIC SDN BHD ('B STAR').

Please read this Policy before making a purchase, so that you understand your rights as well as what you can expect from us in the event that you are not happy with your purchase.

Eligibility

All purchasers must pre-paid all fees for one full term prior to the scheduled date of that session.

For major failures with the service, you are entitled:

- To cancel your enrolment with us; and
- To a refund for the unused future sessions, or to compensation for its reduced value.

In the event that you receive the products or services which you purchased, as stated, but you simply **change your mind**, we may, at our discretion, we may refuse to provide a refund or exchange.

One-off registration fee is non-refundable.

If you cancel a scheduled session:

- More than 24 hours before the scheduled session, B STAR may reschedule your session for a different time but no guarantee.
- Less than 24 hours before the scheduled session or fail to appear for a session, you will not be entitled to a refund for that session even if you wish to reschedule.

Requests for refunds outside of the above criteria will be only be considered by B STAR under exceptional circumstances and on a case by case basis.

4. Policy

4.1 Cancellation where there is a failure in delivery of a session

B Star is legally obliged to provide a full refund if requested, where there is a 'major failure' in delivery of a session and the issue cannot easily be fixed within a reasonable time period.

If the failure that has occurred is not a major failure but is still a failure on the part of B STAR, B STAR is required to rectify the failure. This might involve, but is not limited to, rescheduling a session, or part of a session.

4.2 Procedures for refund request

Should you wish to request a refund, please contact B STAR by sending email to: enquiries@bstarglobal.com.

You must notify us within 14 days of receipt.

5. Response Time

We aim to process any request for refunds or exchange within 10 working days of having received them.