

# NEXALEARN T&C'S

Invoicing & Payment Terms – NexaLearn, Effective Date: 18/06/2025, Business Name: NexaLearn, Contact Email: teachermarinka@gmail.com, Location: Online Services | Based in South Africa

## 1. Payment Overview

NexaLearn requires that all tutoring and lesson fees be paid in advance unless otherwise agreed in writing. A student is only considered confirmed once proof of payment is received or a valid subscription/package is active.

## 2. Accepted Payment Methods

We accept the following payment options:

### Cash

### Bank Transfer (EFT)

Account Name: Mrs M Riley

Bank: Capitec Bank

Acc #: 1600 766 070

Branch: 470010

Ref: [StudentName\_Month]

**Note: All payments and proof of payment are the responsibility of the sender unless specified otherwise.**

## 3. Lesson Payment Options

### 3.1 Once-Off / Per-Lesson Payment:

- Must be paid 24 hours before the scheduled lesson.
- Non-payment = automatic cancellation.

### 3.2 Monthly Subscription:

- Billed on the 1<sup>st</sup> of each month or the first scheduled class of that month.
- Covers a fixed number of lessons.
- Must be paid in full for the month to retain your reserved time slot.

### 3.3 Lesson Packages:

- Package must be used within 60 days of the first booked lesson unless otherwise stated.
- Unused lessons are non-refundable but may be transferred or extended upon request.

## 4. Invoicing & Receipts

- Invoices are sent via email (PDF format or online link) monthly or per booking.
- Receipts are issued automatically once payment is received.
- **Invoices will include:**
  - Student name
  - Lesson type & date(s)
  - Payment amount and method
  - Reference number
  - Due date

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## 5. Late Payments

- A grace period of 2 working days may be granted.
- After 2 days, a late payment fee of R50 / \$3.00 may be added.
- **Repeated late payments may result in:**
  - Suspension of lessons
  - Loss of reserved time slot
  - Termination of service

## 6. Refund Policy

Please refer to the Terms & Conditions for a full refund and cancellation policy.

**In short:**

- Refunds are only provided for tutor cancellations, technical issues, or valid pre-approved cases.
- No refunds for late cancellations (<12 hours before class), no-shows, or partially used packages.

## 7. Contact for Billing Queries

Email: [teachermarinka@gmail.com](mailto:teachermarinka@gmail.com)

WhatsApp (optional): 066 051 0002

Banking Details on request

NexaLearn