

GOALBI PAYMENT AND REFUND POLICY

Effective Date: May 23, 2024

This Payment and Refund Policy (“Policy”) governs all financial transactions conducted through the Goalbi platform, including all related services provided via our website and mobile applications. By using the Goalbi platform, you agree to be bound by this Policy, which is incorporated by reference into our Terms of Use.

All capitalized terms not defined herein shall have the meanings ascribed to them in the Goalbi Terms of Use.

1. Platform Role and User Transactions

Goalbi serves as a technology platform facilitating the connection between independent tutors (“Tutors”) and students (“Students”). Goalbi does not provide tutoring services directly and is not a party to any agreement entered into between Tutors and Students. Accordingly, Goalbi bears no responsibility for the quality, timing, or outcomes of any tutoring services, nor for any disputes that may arise between Tutors and Students.

2. Billing Currency and Currency Exchange Risks

All transactions processed through the Goalbi platform are billed in United States Dollars (USD). For convenience, prices may be displayed in other currencies; however, these are for reference only and may not reflect the actual conversion rates at the time of payment.

If your payment method is denominated in a currency other than USD, you may be subject to currency conversion fees, international transaction fees, or discrepancies in the final billed amount due to fluctuations in exchange rates. Goalbi disclaims all liability related to foreign exchange risks and bank-imposed fees. Please consult your card issuer or financial institution for applicable charges.

3. Payment Processing

Goalbi utilizes third-party payment processors, such as Stripe and PayPal, to securely manage all payment and payout transactions. Goalbi does not store, access, or process your credit or debit card information.

A payment made to Goalbi on behalf of a Tutor satisfies the Student’s payment obligation for the lesson. Tutors are paid after confirmation of each lesson via the same third-party processors, subject to applicable processing fees.

All transactions are encrypted via Secure Socket Layer (SSL) technology or equivalent.

4. User Data for Payment Processing

By making payments through Goalbi, you acknowledge and consent to the processing of your billing information by third-party processors. Goalbi is not liable for any data breaches, errors, or misconduct on the part of these processors. Payment processing is subject to their respective privacy policies and terms of service.

Goalbi reserves the right to change its designated payment processors at any time, without prior notice, and to request the secure migration of user data between processors.

5. Accepted Payment Methods

Currently accepted payment methods include:

- Visa / Mastercard (via Stripe)
- PayPal

All payments for tutoring services must be made through the Goalbi platform. Students are responsible for all applicable transaction and processing fees.

6. Tutor Payouts

Tutors will receive payment for each confirmed lesson. Payouts are subject to the processing timelines and fees of the selected third-party processor. These fees are deducted from the total payout and are transparently displayed on the Goalbi platform.

7. Goalbi Commission

Goalbi charges a service fee (“Goalbi Commission”) for use of the platform. This commission is deducted from each lesson payment and is disclosed to Tutors prior to engagement. Goalbi reserves the right to adjust the commission rate and will notify Tutors of any changes in advance.

8. Processing Fees

A 10% processing fee is applied to each transaction conducted on the Goalbi platform. This fee is non-refundable and is displayed during the checkout process. Goalbi reserves the right to update this rate or waive it temporarily for promotional purposes. Changes will take effect upon posting on the platform or notification via email.

9. Refund Policy

To request a refund, Students must email support@goalbi.com within 48 hours of the scheduled session. Refunds are granted solely at the discretion of the Tutor. Tutors are not obligated to

issue a refund in the event of missed or canceled lessons unless due to extenuating circumstances.

Goalbi is not responsible for any charges imposed by your bank or third-party processor during the refund process. The amount refunded may vary due to exchange rate fluctuations at the time of refund.

Only one refund may be issued per request. Refunds will not be provided for the following:

- Forgotten or lost login credentials.
- Connectivity issues caused by user error or device malfunction.
- Account access issues due to factory resets or system updates.

If a refund is denied or not processed within the prescribed timeframe, users may request the value be credited to their Goalbi wallet for future bookings.

10. Refund Request Procedure

To initiate a refund, email support@goalbi.com with:

- Full Name
- Date and time of the session
- Reason for refund request
- Name of the Tutor

Refunds will be processed within 7 to 10 business days. Granting a refund remains at Goalbi's sole discretion.

11. Chargebacks

In the event of a chargeback or payment dispute initiated by you or your financial institution, your account may be suspended pending resolution. You are responsible for any fees, losses, or expenses incurred by Goalbi as a result of the dispute.

12. Inactive Accounts

Accounts that remain inactive for 180 days will be suspended, and any remaining balance will expire. To request reinstatement, email support@goalbi.com with the subject "180 Days Off – Account Balance Expired" and include your name and tutor's name. Reactivation will occur within 24 hours of confirmation.

13. Account Termination

If you delete your account, any unused balance will be forfeited. If your account is suspended or terminated for policy violations, you are not entitled to any refunds or compensation for unused credits.

14. Trial Lessons and Prohibited Use

Trial lessons are governed by the same payment and refund terms stated herein. Goalbi is not a financial institution and does not provide financial services. The use of the platform for illegal, fraudulent, or criminal activity is strictly prohibited and will result in account suspension or termination.