

1. Program Policies

- Enrichment at Home is available only to students that do not live in a ZIP code that belongs to an A Grade Ahead Enrichment Academy.
 - In certain situations, we may require proof of residency. This can be in the form of a utility bill or something similar.
- A Grade Ahead **will not** ship to a business address.
- Students who are already enrolled in the Enrichment at Home program are grandfathered into the program after moving near an academy or if an academy opens in their area. However, if a student exceeds the registration policy, he/she is no longer permitted in the Enrichment at Home program. Other children that reside in the household cannot be added.
- Families that have been out of the Enrichment at Home program for six months or longer must fill out a new registration form to start again.
- All changes must be requested by the 10th of each month for the upcoming month. If the change affects an auto pay charge, it must be requested by the 7th.
 - Changes include: an address change, curriculum change, break, cancellation, change of payment duration, etc.
 - If an automatic payment is scheduled that month on the 10th, breaks and cancellations made after the 7th will not take affect the next month; they will take affect the subsequent month.
- A Grade Ahead cannot control the delays in delivery or the condition of the packages once they have been shipped out. However, if the package does not arrive within 7 business days of being shipped, we will promptly send out another one (unless it is due to an address change). Packets are generally shipped around the 26th of each month.
- Any missing material should be brought to A Grade Ahead's attention within 30 days of its shipping date. Otherwise, additional cost to send a replacement may apply.
- Cancellation can be requested via phone, email, chat, or through the Parent Portal.

2. Fees

- The registration fee is \$25 per family and is not refundable.
 - The registration fee is charged again if the student takes off more than 3 months in an A Grade Ahead school year (June – May) or takes off more than 3 months consecutively.
- Fees are due by the 10th of each month.
- When canceling six month advance payments, refunds are made by deducting \$50 for each month that was sent to the student. (The final free month is forfeited if the six month payment is not fulfilled.)
 - Six month payments cannot be split between two students or two subjects, nor can they be transferred.
 - Future cancellations of 6 month auto pay charges can only be requested if the next charge is within 30 days.
- All refunds will be placed on an active student or subject within the same account.
 - If there aren't any active students or subjects on the account, refunds will be placed back on the credit card provided and are subject to a \$10 transaction fee.
- A multiple subject discount is available for families who order more than one subject.
 - The first subject is charged at the normal monthly rate. All remaining subjects are \$5 off.
 - This discount is only available with monthly payments.
- After the original registration payment, enrollment into auto pay is required. Auto pay can either be charged monthly or charged every six months, based on your selection. *Please see Auto Pay Terms and Conditions.
- A \$10 shipping fee per subject, per student is charged for material that needs to be resent for any reason (i.e. misplaced, change of address, exchange, etc.).
- Exchanges are \$10 per subject, per student, and are only honored if the material being exchanged is completely unused and undamaged. The exchange will be shipped when the original material is received or a tracking number is provided.
- Only credit/debit cards payable with U.S. dollars are accepted.
- Only one credit card can be placed on file per account. If multiple students are on an account and on auto pay, the same card must be used for all students.
- Unused referral credits are forfeited if an account is canceled for a minimum of 6 months.

3. Breaks

- A break of one month is allowed in each school year (June – May), per subject. This pertains to all students.
- If the subject has been paid for 6 months, the payment duration will be pushed out for one additional month to account for the break.

4. Online

- Each student is registered to one account. This account may not be shared or used by any other student.
- The COPPA must be accepted upon logging in for the first time.
- Student's performance data (not their names, addresses, location) will be collected for progress reporting and marketing initiatives. All their personal data will be kept anonymous.
- Online material cannot be changed after it is released. Please refer to Program Policies for the deadline to make changes.
- Upon cancellation, online access will be available only until the 10th of the cancellation month. Any incomplete assignments will be forfeited and are not available for refund.
- Online access is available during a break.
- Upon reactivation, previous content may be accessible; depending on how long the account was inactive.

A Grade Ahead's material is solely owned by A Grade Ahead. No one may copy and distribute the material without the consent of A Grade Ahead. Violators will be terminated from the program. We hold our customer service at a high standard and expect the same from our customers. Unsatisfactory communication may result in termination from the program. These Terms and Conditions are subject to change at any time. Last update on: 11/6/2020.