

The NEW AGE OWLS Online High School Payment and Refund Terms IMPORTANT! PLEASE READ CAREFULLY. YOU WILL BE REQUIRED TO ACCEPT AND COMPLY WITH ALL OF THESE TERMS AND CONDITIONS.

Effective September 1, 2020

1. PAYMENT

Tuition: New Age Owls Online High School requires payment of tuition in full. Tuition must be paid in full to receive a transcript or diploma from The New Age Owls Online High School.

2. THE NEW AGE OWLS ONLINE HIGH SCHOOL ACCESS

Access: After you have paid the applicable course fees and tuition, submitted required forms and documents, and your student has been accepted into The New Age Owls Online High School, you will be given access to the school through a standard recommended Internet browser. Please see the Technical Requirements for recommended Internet browser details. You must have a computer and an internet connection to access The New Age Owls Online High School. It is your responsibility during your enrollment period.

EACH USER IS ALSO responsible to set up, pay for and maintain, your computer and Internet connection SUBJECT TO THE TERMS OF USE POSTED ON THE New Age Owls WEB SITE WHICH INCLUDE DISCLAIMERS OF WARRANTIES AND INDEMNITY OBLIGATIONS AND WHICH ARE SUBJECT TO CHANGE FROM TIME TO TIME WITHOUT NOTICE. IN ADDITION, New Age Owls MAY TERMINATE YOUR ENROLLMENT IF YOU OR YOUR CHILD VIOLATES A SCHOOL POLICY OR OTHERWISE FAILS TO COMPLY WITH ANY MATERIAL TERM OR CONDITION APPLICABLE TO ENROLLMENT.

Suspension and Termination: New Age Owls may suspend your access to The New Age Owls Online High School, without additional notice 1) if you are on a payment plan, and we have not received payment for service, or 2) for operational reasons. In addition, New Age Owls may terminate any enrollment if you or your child breach or otherwise fail to perform any material obligation and do not cure the breach within 30 days after New Age Owls has notified you of it.

3. MATERIALS

Material kit contents may be altered based upon international shipping regulations or restrictions. Materials may be used only for the benefit of the single named student enrolled. You may not reproduce or distribute any Materials or transfer or sell any Materials to any third party, except to the extent legally permissible.

ALL MATERIALS ARE TO BE USED IN ACCORDANCE WITH THEIR INSTRUCTED PURPOSE AND APPLICABLE DIRECTIONS. Materials Reshipment Policy Effective: 9/1/2020 Upon receipt of school materials customer is responsible for reviewing the contents in the boxes to those listed on the packing list for completeness and accuracy. If customer encounters missing or damaged item(s), customer is responsible for notifying New Age Owls Sales Support at (customerservice@newageowls.online) within 30 days of receipt of shipment. If the missing or damaged item(s) are a result of a New Age Owls or its vendor error, New Age Owls will replace the item(s) at no cost to the Customer. If New Age Owls is notified of missing or damaged item(s) after 30 days of receipt of shipment and/or the item(s) missing or damaged is not the fault of New Age Owls or Its vendor error, customer will be sent a replacement and charged a replacement fee as well as the cost of shipping the replacement materials.

4. PROGRAM WITHDRAWAL

REFUND POLICY/SUSPENSION OF PAYMENT PLAN ALL SALES MADE OUTSIDE OF SINGAPORE ARE FINAL AND NO REFUNDS SHALL BE MADE. THE FOLLOWING REFUND TERMS ONLY APPLY TO SALES MADE INSIDE THE SINGAPORE: Refund Policy: Refunds are ONLY available for tuition that has been paid in full. To be eligible for a refund, a parent or guardian must provide written notification to The New Age Owls Online High School, requesting to withdraw the child from the school. It is also recommended that the student’s teacher or advisor is contacted to discuss the reason for the program withdrawal. Refunds are calculated based on the “Withdrawal Date” which is the postmark and/or electronic imprint date on the written notification.

Specific information on percentages available for refund is outlined below:

Program Withdrawal Refund Policy

Transaction Type	Student Type	Payment Type	Prior to Day 1 of Term†	Day 1 - Day 30 Term†	Day 31 - Day 90 of Term***	After Day 90 of Term***
Program Withdrawal	Full Time OR Part-time AP Excellence	Paid in Full 100% (Materials NOT Shipped) 100% Less \$600	80%	40%	0%	

		(Materials Shipped)				
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+Day 1 of Term is defined as the initial classroom entry date of the semester or full year, depending upon the payment type.

*****Program Withdrawals are not permitted during the final 30 instructional days of a term.**

Suspension of Payment Plan: No refunds are available for students on a payment plan. However, withdrawing students who are on a payment plan with The New Age OWls Online High School may be eligible to have future payment obligations cancelled. To be eligible, a parent or guardian must provide written notification to The New Age Owls Online High School, requesting to withdraw the child from the school. It is also recommended that the student’s teacher or advisor is contacted to discuss the reason for the program withdrawal. The future payment obligations are calculated based on the “Withdrawal Date” which is the postmark and/or electronic imprint date on the written notification. Specific information is outlined below:

Program Withdrawal and Suspension of Payment Plan for Full Time Students

Prior to Day 1 of Term†	Day 1 - Day 30 of Term†	Day 31 - Day 90 of Term***	After Day 90 of Term***
<p>If materials have shipped, first monthly payment remains due. All subsequent monthly payments are cancelled.</p> <p>If materials have not shipped, all scheduled payments are cancelled.</p>	<p>First monthly payment remains due. All subsequent monthly payments are refunded and/or cancelled.</p>	<p>A total of 5 monthly payments are due. All additional monthly payments are refunded and/or cancelled.</p>	<p>All monthly payments remain due.</p>

†Day 1 of Term is defined as the initial classroom entry date of the semester or full year, depending upon the payment type. *Program Withdrawals are not permitted during the final 30 instructional days of a course.**

THERE ARE NO REFUNDS ON MATERIALS PURCHASED OR ANY APPLICABLE SHIPPING CHARGES IF MATERIALS HAVE BEEN SHIPPED. New Age Owls HAS NO OBLIGATION TO PROVIDE A REFUND IF YOU OR YOUR CHILD VIOLATES A SCHOOL POLICY OR OTHERWISE FAILS TO COMPLY WITH ANY MATERIAL TERM OR CONDITION APPLICABLE TO YOUR ENROLLMENT.

5. DISPUTE RESOLUTION AND BINDING ARBITRATION

The parties will attempt in good faith to settle all disputes arising from or in connection with these Terms including without limitation the validity, interpretation, performance and breach hereof, through a process of mediation in Singapore under the supervision of a mutually agreed upon mediator. In the event that mediation fails to settle such a dispute, the parties shall follow the process set forth in the current Terms of Use posted on The New Age Owls Online High School website, or if different, the parties mutually agree to binding arbitration in Singapore conducted in English by a single arbitrator in accordance with the rules of the Singapore Arbitration Association as the sole forum for disputes, except that judgment upon the award rendered may be entered in any court having jurisdiction thereof. In the event of arbitration, the prevailing party will be entitled to reasonable attorney's fees, costs and other disbursements.

6. MISCELLANEOUS

Upon accepting these Terms, you represent that you are the parent or legal guardian of the student(s) being enrolled. You represent that you have the power to bind all the students you enroll, their parents and legal guardians, all of who shall be bound by these Terms. These Terms cannot be amended unless such amendment is accepted in writing by an authorized representative of New Age Owls.

A waiver of any part of these Terms in one instance is not a waiver of any other part or any other instance. Notices are considered delivered when either party sends them by email to the email address or fax number provided by the other party or 3 days after mailing by first-class mail, return receipt requested, to the most recent address provided by the other party. If any part of these Terms is held invalid for any reason, the remaining provisions shall not in any way be affected or impaired.

These Terms and the documents to which it refers form the entire agreement the parties with respect to the subject matter herein. You may not rely on any other documents, statements, or representations by any sales or service representatives or other parties, unless expressly contained herein.

Please sign and return the bottom section of this page to The New Age Owls Online High School, as instructed below. In signing, you indicate an awareness and understanding of the Payment and Refund Terms set forth herein.

X Student Name _____ Date: _____

X Parent/Guardian _____ Date: _____

PLEASE SIGN AND RETURN TO VIA EMAIL AS BELOW: Email:
admindepartment@newageowls.online