



## Terms of Service for LearnJini.com

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### Terms of Service

**Effective Date:** 1 Dec 2025

Welcome to **LearnJini** ("LearnJini", "we", "us", "our"). LearnJini is an online one-to-one tutoring platform providing customised educational sessions for children in multiple countries at reasonable per-hour prices. LearnJini is registered in Jamshedpur, Jharkhand – 831014, India. Tutors on the platform act as independent mentors and may be located across India. LearnJini currently offers tuition services to students in 15 countries worldwide.

These Terms of Service ("Terms") form a binding agreement between you ("you", "User", "Parent/Guardian") and LearnJini regarding your use of the LearnJini website, services, and content (collectively, the "Service"). By creating an account, booking sessions, or otherwise using the Service, you agree to these Terms. If you do not agree with these Terms, do not use the Service.

## 1. Eligibility and Account Responsibility

Only parents or legal guardians (18 years or older, or the local legal equivalent) may create an account and enrol a child ("Student") in LearnJini classes. You confirm that all information provided is accurate and that you are authorised to enrol the child. You are responsible for all activity under your account.

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## 2. Nature of Services

LearnJini provides **one-to-one online tutoring sessions** customised to each student's learning needs. Tutors are independent educators engaged through the platform. LearnJini does not directly employ tutors. Content, methodologies, and session quality may be updated or modified by LearnJini at any time without prior notice.

LearnJini facilitates scheduling, payments, and session access but does not guarantee specific academic outcomes. Results depend on factors such as student participation, consistency, and effort.

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### 3. Booking, Scheduling, and Attendance

- Classes are conducted online at mutually agreed times.
- Parents are responsible for ensuring the student joins on time.
- If a student is more than **15 minutes late**, the session may be marked as completed.

### 4. Cancellation, Rescheduling, Refunds, and Adjustments

- If a class is missed due to tutor unavailability or technical issues from LearnJini's side, the class will be rescheduled within the same month, wherever possible. If rescheduling within the month is not possible, the class fee will be refunded or adjusted in the next month's invoice.
  - Refunds are not issued in cash unless legally required; adjustments are preferred. Promotional or bonus sessions are non- refundable.
  - Any issue or question relating to a refund or session adjustment should be raised with LearnJini support within 15 days of the impacted session.
  - Refunds or adjustments, if applicable, will be processed using the same payment method within 30 days after approval.
  - Where possible, adjustments will first be applied to the next month's fees; if this is not feasible, a bank credit will be issued.
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### 5. Fees and Payments and Price Changes

- Fees are charged on a per- hour basis or as part of a package.
  - Prices are displayed at the time of booking.
  - Payments are processed via third- party payment gateways.
  - Taxes may apply depending on the country of residence.
  - Payments made via third- party payment gateways may take up to 7 business days (T+7) to be fully reflected in LearnJini's records and in the user's account, depending on banking and processing timelines.
  - Failure to complete payment may result in suspension of services.  
Payments received via Razorpay are for online educational services provided digitally. No physical goods are shipped or delivered.
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### 6. Account Suspension and Termination

LearnJini reserves the right to suspend or terminate accounts that violate these Terms, misuse the platform, or engage in inappropriate behaviour, without prior notice. Any unused sessions at the time of termination may be forfeited.

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## 7. Technical Requirements and Force Majeure

You are responsible for providing a stable internet connection, suitable device, and a quiet learning environment. LearnJini is not responsible for disruptions caused by local connectivity issues.

LearnJini shall not be liable for delays or failures caused by events beyond reasonable control, including internet outages, natural disasters, government actions, or third-party service failures.

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## 8. Acceptable Usage and Tutor Behaviour

Users agree not to:

- Misuse tutor materials
- Record sessions without permission
- Engage in abusive, disrespectful, or inappropriate behaviour
- Share login credentials

Violations may result in immediate suspension or termination of services.

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## 9. Privacy and Children's Data

LearnJini collects and processes personal data in accordance with its Privacy Policy. By using the Service, you consent to such processing. Parents or guardians are responsible for providing consent on behalf of the Student. LearnJini aims to comply with applicable child data protection laws in relevant jurisdictions, including the U.S. Children's Online Privacy Protection Act (COPPA), where applicable. Detailed policy is available at [www.learnjini.com/kids/privacy](http://www.learnjini.com/kids/privacy). Withdrawal of consent may affect access to certain features or services where specific data is strictly required.



## 10. Intellectual Property and Session Content/Recordings

All platform content, materials, and session resources belong to LearnJini or its tutors and are for **personal educational use only**. Redistribution or commercial use is prohibited.

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## 11. Limitation of Liability

LearnJini is not liable for indirect or consequential damages. Our total liability shall not exceed the amount paid for the specific sessions giving rise to the claim.

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## 12. Indemnification

You agree to indemnify LearnJini against claims arising from misuse of services, violation of these Terms, or infringement of third-party rights.

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## 13. Governing Law, Dispute Resolution and Jurisdiction

These Terms are governed by the laws of **India**, with courts in **Jharkhand** having exclusive jurisdiction, unless local consumer laws require otherwise.

### **Statutory Rights Disclaimer:**

### **Statutory Consumer Rights:**

Nothing in these Terms limits or excludes any consumer rights that cannot be excluded under applicable local laws. Where mandatory consumer protection laws apply, those laws shall prevail over these Terms.

### **Language Disclaimer:**

These Terms are written in English. In the event of any translation, the English version shall prevail.

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## 14. Service Scope and Countries

LearnJini provides online one-to-one tutoring services delivered digitally to students located in multiple countries, including but not limited to Australia, Canada, Denmark, Germany, Hong Kong, India, Ireland, Luxembourg, Netherlands, New Zealand, Singapore, Switzerland, the United Kingdom, and the United States of America. All tutoring services are provided online by independent mentors, primarily based in India. The list of supported countries may change over time and will be updated on the LearnJini website.

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## 15. Country-Specific Pricing, Taxes, and Legal Rights

**Pricing**, tax treatment, refunds, and certain consumer rights may vary depending on the country of residence of the student or parent. Nothing in these Terms limits or excludes rights that cannot be excluded under applicable local consumer protection laws, which shall prevail where required.

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## 16. Trial Classes and Demo Sessions

LearnJini offers first trial or demo sessions to help parents and students evaluate tutor compatibility and teaching style. Trial or demo sessions are limited in duration and may be offered free of charge or at a discounted rate, as specified at the time of booking. LearnJini reserves the right to modify or withdraw trial offers at any time.

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## 17. Tutor Role and Background

Tutors on the LearnJini platform act as independent mentors and are not employees of LearnJini. LearnJini performs reasonable verification checks, which may include identity verification, qualification review, and experience screening. However, LearnJini does not guarantee the completeness of background checks and is not responsible for matters beyond reasonable verification. Parents and guardians remain responsible for supervising minors during online sessions.

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## 18. Content, Materials, and Recording Policy

Tutoring sessions may include proprietary teaching materials developed by tutors or LearnJini. Such materials are provided solely for the student's personal educational use.



LearnJini may record sessions for quality assurance or training purposes. Such recordings will be stored securely and will not be shared publicly without appropriate consent, subject to the Privacy Policy. Parents may exercise data access, correction, and deletion rights as described in the Privacy Policy.

Recording of sessions by users is not permitted without prior written consent from LearnJini and the tutor. Unauthorized recording, distribution, or sharing of session content is strictly prohibited and may result in account suspension or termination.

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## 19. Subscriptions, Renewals, and Price Changes

Some services may be offered as subscription plans or bundled packages. Subscriptions renew according to the plan selected unless cancelled in advance. LearnJini reserves the right to revise pricing, packages, or subscription terms with prior notice. Price changes will not apply retroactively to already paid sessions. Prices will be reviewed periodically (at least annually) and may be updated with prior notice published on the LearnJini website..

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## 20. Tutor Replacement Policy

If a tutor is unavailable, unsuitable, or discontinued for any reason, LearnJini may assign a replacement tutor with similar qualifications and experience. Parents may request a tutor change by contacting support. Tutor replacement does not entitle users to refunds unless otherwise stated in the refund policy.

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## 21. Complaints and Support Process

For questions, concerns, or complaints related to services, parents or guardians should contact LearnJini through the official support channels provided on the website. LearnJini will make reasonable efforts to review and resolve complaints in a timely and fair manner.

You can contact LearnJini at [learnjini@gmail.com](mailto:learnjini@gmail.com) or through the contact form available on [www.learnjini.com/contact-us](http://www.learnjini.com/contact-us)

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## 22. Severability

If any provision of these Terms is found to be invalid or unenforceable by a court of



competent jurisdiction, that provision will be limited or eliminated to the minimum extent necessary so that these Terms will otherwise remain in full force and effect and enforceable.

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## **23. Dispute Resolution**

In the event of any dispute arising out of or relating to these Terms or the use of the Service, the parties agree to first attempt to resolve the dispute through good faith negotiations. If resolution cannot be reached within 30 days, the dispute shall be settled by binding arbitration in accordance with the Arbitration and Conciliation Act, 1996, or any successor legislation, unless otherwise required by applicable local law.

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## **24. User Conduct and Content**

Users agree to use the Service in a responsible manner and not to engage in any conduct that is unlawful, abusive, defamatory, or otherwise harmful. Users shall not post or share any content that infringes upon the rights of others, violates privacy, or is inappropriate. LearnJini reserves the right to remove or restrict any content or communications at its sole discretion.

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## **25. Disclaimer of Warranties**

The Service is provided on an "as is" and "as available" basis, without warranties of any kind, either express or implied. LearnJini does not guarantee any specific academic outcomes or performance results.

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## **26. Compliance with Digital Services Laws**

LearnJini strives to comply with all applicable laws related to online education and digital services in the countries where it operates. By using the Service, you agree to comply with all such laws and regulations.

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## **27. Changes to Terms**

We may update these Terms periodically. Continued use of LearnJini after changes means you accept the updated Terms.

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