

**K<sup>12</sup> International Academy Payment and Refund Terms**  
**IMPORTANT! PLEASE READ CAREFULLY. YOU WILL BE REQUIRED**  
**TO ACCEPT AND COMPLY WITH ALL OF THESE TERMS AND CONDITIONS.**

*Effective April 1, 2020*

## **1. PAYMENT**

**Tuition:** K12 requires payment of 1) tuition in full, or 2) first monthly payment if payment plan option is selected (for full time enrollment only) by credit card prior to enrolling a student. Tuition must be paid in full to receive a transcript or diploma from K12 International Academy.

**Taxes:** All tuition charges are exclusive of all federal, state, municipal or other governmental sales, use and any other taxes now in force or enacted in the future. You agree to pay all applicable taxes. If you are tax-exempt, you must provide K12 with your tax-exemption certificate or other acceptable evidence of your tax-exempt status.

## **2. K12 INTERNATIONAL ACADEMY ACCESS**

**Access:** After you have paid the applicable course fees and tuition, submitted all required forms and documents, and your student has been accepted into K12 International Academy, you will be given access to K12 International Academy through a standard recommended Internet browser. Please see the [K12 Technical Requirements](#) for recommended Internet browser details.

You must have a computer and an internet connection to access K12 International Academy. It is your responsibility to set up, pay for and maintain (in accordance with the minimum specifications as directed by K12) your computer and Internet connection during your enrollment period. **EACH USER IS ALSO SUBJECT TO THE TERMS OF USE POSTED ON THE K12 SITE WHICH INCLUDE DISCLAIMERS OF WARRANTIES AND INDEMNITY OBLIGATIONS AND WHICH ARE SUBJECT TO CHANGE FROM TIME TO TIME WITHOUT NOTICE. IN ADDITION, K12 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:** K12 may suspend your access to K12 International Academy, 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, K12 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 K12 has notified you of it.

## **3. COURSE MATERIALS**

Material kit contents may be altered based upon international shipping regulations or restrictions. Course Materials may be used only for the benefit of the single named student enrolled. You may not reproduce or distribute any Course Materials or transfer or sell any Course Materials to any third party, except to the extent legally permissible. **ALL COURSE MATERIALS ARE TO BE USED IN ACCORDANCE WITH THEIR INSTRUCTED PURPOSE AND APPLICABLE DIRECTIONS AND SAFETY PRECAUTIONS.**

### **Materials Reshipment Policy**

#### **Effective: 7/1/2017**

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 K12 Sales Support at (salessupport@k12.com) within 30 days of receipt of shipment. If the missing or damaged item(s) are a result of a K12 or K12 vendor error, K12 will replace the item(s) at no cost to the Customer. If K12 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 K12 or K12 vendor error, customer will be sent a replacement and charged a replacement fee as well as the cost of shipping the replacement materials.

**4. COURSE SWAPS.** A course swap is dropping a course and adding a different course to the student's enrollment. Full-time and part-time students may drop a course and add a different course before and up through the 30<sup>th</sup> calendar day of the dropped course start date.

**Full-time students** may swap courses without incurring any additional costs. If a course swap is requested after the 30<sup>th</sup> day, it will be considered a course withdrawal, and a new course can be purchased for an enrolling term for a fee of one hundred dollars (\$100) nonrefundable administration fee. Full-time students who have withdrawn from and added courses are responsible for purchasing any new materials required as a result of the course swap.

**Part-time students** must pay a one hundred dollar (\$100) nonrefundable administration fee for each swapped course in addition to any course cost differential via credit card before the student can be provided access to the added course. (E.g. if a part-time student swaps a \$400 course for a \$475 course, she must pay the \$100 non-refundable administration fee plus the \$75 course cost differential via credit card before being able to access the new course material.)

**5. COURSE DROP AND PROGRAM WITHDRAWAL; REFUND POLICY/SUSPENSION OF PAYMENT PLAN ALL SALES MADE OUTSIDE OF THE UNITED STATES ARE FINAL AND NO REFUNDS WILL BE MADE.**

**THE FOLLOWING REFUND TERMS ONLY APPLY TO SALES MADE INSIDE THE UNITED STATES:**

**Refund Policy:** Refunds are ONLY available for tuition that has been paid in full. For withdrawing students on payment plans, see below. To be eligible for a refund, a parent or guardian must provide written notification to K12 International Academy, requesting to drop a course or withdraw the child from the school. (The exact process for submitting this written notification is outlined in the Student Handbook.) K12 International Academy recommends that a student’s parent or legal guardian contact the student’s teacher or academic coach to discuss the reason for the course drop or program withdrawal. Refunds are calculated based on the “Withdrawal Notification Date” which is the postmark and/or electronic imprint date on the written withdrawal notification.

Specific information on percentages available for refund is outlined below:

<b>Course Drop Refund Policy - Summer Courses</b>					
Transaction Type	Student Type	Payment Type	Prior to Term Start	Day 1 - Day 5 of Term*	After Day 5 of Term**
Course Drop	Part-Time	Paid in Full	100%	75%	0%

\*Day 1 of the Term is defined as the classroom entry date.

\*\*Summer Course Drops are not permitted during the final 5 instructional days of a term.

<b>Course Drop Refund Policy - Semester (Non-Summer) and Full Year Courses</b>					
Transaction Type	Student Type	Payment Type	Prior to Term Start	Day 1 - Day 30 of Term*	After Day 30 of Term**
Course Drop	Part-Time	Paid in Full	100%	75%	0%

\*Day 1 of the Term is defined as the classroom entry date.

\*\*Course Drops are not permitted during the final 30 instructional days of a term.

<b>Program Withdrawal Refund Policy</b>						
Transaction Type	Student Type	Payment Type	Prior to Day 1 of Term*	Day 1 - Day 30 of Term*	Day 31 - Day 90 of Term*	After Day 90 of Term ***
Program Withdrawal	Full Time	Full Year Paid in Full	100% (Materials NOT Shipped)	75%	40%	0%
			100% Less \$600 (Materials Shipped)			

Transaction Type	Student Type	Payment Type	Prior to Day 1 of Term*	Day 1 – Day 15 of Term*	Day 15 – Day 30 of Term*	After Day 30 of Term***
Program Withdrawal	Full Time	Semester Paid in Full	100% (Materials NOT Shipped)	75%	40%	0%
			100% Less \$600 (Materials Shipped)			

\*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.

**Suspension of Payment Plan:** No refunds are available for students on a payment plan. However, withdrawing students who are on a payment plan with K<sup>12</sup> International Academy may be eligible to have future payment obligations cancelled. To be eligible, a parent or guardian must provide written notification to K12 International Academy, requesting to withdraw the child from the school. (The exact process for submitting this written notification is outlined in the Student Handbook.) It is also recommended that the student’s teacher or academic coach 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 withdrawal notification. Specific information is outlined below:

**Program Withdrawal – Full Time Students – Payment Plans**

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, down payment remains due if applicable. If no down payment was applied, the first monthly payment remains due. All subsequent monthly payments are cancelled.</p> <p>If materials have not shipped, all scheduled payments are cancelled.</p>	Down payment (if applicable) and first monthly payment remains due. All subsequent monthly payments are refunded and/or cancelled.	Down payment (if applicable) and a total of 5 monthly payments are due. All additional monthly payments are refunded and/or cancelled	Down payment (if applicable) and a total of 10 monthly payments are due. All additional monthly payments are refunded and/or cancelled

\*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. THERE ARE NO REFUNDS ON FEES FOR OPTIONAL FEV TUTOR SERVICES. K12 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.**

**6. DISPUTE RESOLUTION AND BINDING ARBITRATION**

The parties will attempt in good faith to settle all disputes arising from or in connection with these Payment and Refund Terms including without limitation the validity, interpretation, performance and breach hereof, through a process of mediation in Fairfax County, Virginia USA 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 K12 International Academy website, or if different, the parties mutually agree to binding arbitration in Fairfax County, Virginia USA, conducted in English by a single arbitrator in accordance with the rules of the American 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.

**7. MISCELLANEOUS**

Upon accepting these Payment and Refund 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 the student(s) you enroll, and their parents and/or legal guardians, who shall be bound by these Payment and Refund Terms. These Payment and Refund Terms cannot be amended unless such amendment is accepted in writing by an authorized representative of K12.

A waiver of any part of these Payment and Refund 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 or fax 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 Payment and Refund Terms is held invalid for any reason, the remaining provisions shall not in any way be affected or impaired.

These Payment and Refund Terms and the documents to which they refer form the entire agreement between 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 K12 International Academy, as instructed below. In signing, you indicate an awareness and understanding of the Payment and Refund Terms set forth herein.

Student's Name: \_\_\_\_\_

Student's Home Phone: \_\_\_\_\_

Parent/Guardian's Name: \_\_\_\_\_

Parent/Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please sign and return to:**

K12 International Academy Registrar's Office  
2300 Corporate Park Drive  
Herndon, VA 20171

This document can also be sent via fax or email, as indicated below:

Fax: 866-728-3086

Email: [registrar@icademy.com](mailto:registrar@icademy.com)

Please feel free to call the K12 International Academy Admissions Office with any questions at 1-888-883-1009.