

HashLearn Tutoring Policies Page

Tutoring Generally

"Collective Content" means, collectively, HashLearn Content and User Content.

"Tutor" means a tutoring or educational services provider accessible via the Services.

"HashLearn Content" means Content that HashLearn makes available through the Site or Services, including any Content licensed from a third party, but excluding User Content.

"Sessions" mean any tutoring or educational services a User may receive from a tutor related to a User's HashLearn account or the Services.

How the Tutoring Services Work

The Site and Services can be used to facilitate the provision of Sessions via our online platform and text chat and document collaboration interface. As stated above, HashLearn makes available a platform with related technology for Users to connect with Tutors online and conduct the Sessions via our online interface as requested by Users. HashLearn is not a provider of tutoring services. HashLearn's role is solely to facilitate the availability of the Site and Services. Similarly, HashLearn is not a contracting agent or representative of any Tutor or User. Tutors are independent contractors and are not employees or agents of HashLearn.

Also, as part of the Services, Users may post learning related questions via the Services to be answered by Tutors via the Services ("Questions"). Please note that although any Questions that a User posts, along with any corresponding responses and/or comments from tutors, will be publicly viewable via the Services, and HashLearn does not guarantee that any Questions will be answered, and, if such Questions are answered, that the answers to such Questions will be correct.

Purchasing Tutoring Sessions

To pay for Sessions purchased via the Site and Services, except in connection with a Trial Period which may waive such requirements, users aged 18 years of age or older must provide valid payment information before connecting with a tutor. Sessions may be purchased on a per session basis or for blocks of time.

When you choose to purchase Sessions via the Site and Services, you will be required to provide customary billing information such as your name and payment method. You agree to pay HashLearn for any for Sessions used or ordered by you or any other User of your Account and you hereby authorize the collection of such amounts by charging your chosen payment method, either directly by HashLearn or indirectly, via a third party online payment processor. If you are directed to HashLearn's third party payment processor, you may be subject to terms and conditions governing use of that third party's service and that third party's personal information collection practices. Please review such terms and conditions

and privacy policy before using the services. You agree to pay the applicable fees and any taxes and other fees that may accrue in relation to use of the Site and Services via your Account, if any. All fees for Sessions are non-refundable, except as expressly provided in these User Terms of Service and you agree all sales are final. The selection of and pricing related to Sessions offered via the Site and Services may change at any time, in HashLearn's sole discretion.

Users will receive an email summary within a commercially reasonable time after the Session is completed. If for some reason there is a discrepancy concerning Sessions charges, please contact us at now@hashlearn.com. HashLearn may require you to submit additional information in order to make a determination regarding your balance. All decisions regarding your balance will be final and at HashLearn's sole discretion. Notwithstanding the foregoing, HashLearn is not responsible if your Account is accessed or used by a third party without your permission.

Tutoring Trials

HashLearn may offer free or discounted trials during which Users may use the Services to receive Sessions from Tutors for the time period specified in the promotional offer ("Trial Period"). In order to use the Services during a Trial Period, you may be required to provide payment information as described in the section titled "Purchasing Tutoring Sessions" above. Trials may not be combined with any other offer and are only available to Users who do not currently have an Account at the time of registration, unless otherwise stated in the promotion details. HashLearn reserves the right, in its sole discretion, to revoke any Sessions time made available to you or purchased by you in connection with a Trial Period if it believes that you have created multiple Accounts via the Services. At the conclusion of the Trial Period, you will be billed for any time used beyond the specified Trial Period as described herein and via the Services.

Tutoring Questions

As noted above, Users may post Questions via the Services to be answered by Tutors via the Services. HashLearn cannot guarantee the actual amount of time that a Tutor spends answering any Question and disclaims any and all liability in this regard.

Tutoring Refunds

If for any reason you are not satisfied with a tutor after receiving a Sessions from such Tutor, please contact us at now@hashlearn.com. All refunds are at HashLearn's sole discretion.

Tutoring Session Credits

You may receive credits for Sessions time ("Session Credits"). Session Credits accrued in multiple Accounts may not be combined into one Account. Except as explicitly provided herein, Session Credits are non-transferable and, except where required by law, cannot be redeemed for cash, check or credit, applied to any other Account and have no value outside of the Site and Services. Any attempt to do any of the foregoing is in violation of these User Terms of Service and will result in an automatic termination of your rights to use the Session Credits.

Session Credits may be provided to you in the following instances: (i) if you choose to participate in the HashLearn Referral Program (defined below) or (ii) an HashLearn staff member chooses to voluntarily add Session Credits to your account. Decisions related to Lesson Credits will be made in HashLearn's sole discretion. Notwithstanding any other terms of these User Terms of Service, HashLearn may terminate, suspend or discontinue the offer of Session Credits based at any time for any reason, in its sole discretion, with or without notice to you.

Tutoring Referral Program

As a Member, by referring your friends to register and join HashLearn, HashLearn may offer you the ability to participate in our "Referral Program". If the program is offered, and if you choose to participate in the Referral Program, for friends you refer to HashLearn for which a Qualifying Referral (defined below) is completed, you may receive Session Credits via the Services. The amount of Session Credits you may receive in connection with a Qualifying Referral will be determined by HashLearn in its sole discretion. HashLearn may also provide Session Credits to the friend who is the subject of a Qualifying Referral, in its sole discretion.

Session Credits, if any, will be reflected in your Account in a commercially reasonable amount of time after the Qualifying Referral has been completed. Notwithstanding any other terms of these User Terms of Service, HashLearn may terminate, suspend or discontinue the Referral Program at any time for any reason, or modify the number of unique friends required or any other term, in its sole discretion, with or without notice to you.

Comments on Tutors and Feedback

Tutor Reviews. In connection with your receipt of Sessions, you may have the opportunity to leave feedback and make comments about your experience with the Tutor with whom you have interacted ("Tutor Reviews") by filling out the review form made available via the Site. HashLearn advises you to exercise caution and good judgment when leaving such comments. Once you submit your comments via the Site you will not be able to go back and edit your comments, and such comments will be publicly viewable via the Site. You should also be aware that you can be held legally responsible for damages to

someone's reputation if your comments are deemed to be defamatory. HashLearn has no obligation to monitor or censor comments that are provided by Users, but has the right to do so for the purpose of operating the Site and Services, to ensure your compliance with these User Terms of Service, or to comply with applicable law or the order or requirement of a court, administrative agency or other governmental body. HashLearn disclaims any and all liability relating to Tutor Reviews. Notwithstanding the foregoing, HashLearn does reserve the right, in its sole discretion, to remove any Tutor Reviews that it deems to be inconsistent with the online activities that are permitted under these User Terms of Service.

Tutoring Feedback. We invite you to provide HashLearn with feedback, comments and suggestions for improvements to the Site and Services (collectively, "Feedback"). You may submit Feedback by emailing us at now@hashlearn.com. You acknowledge and agree that all Tutor Reviews and all Feedback will be the sole and exclusive property of HashLearn. You hereby assign to HashLearn and agree to assign to HashLearn all of your right, title and interest in and to all Tutor Reviews and Feedback, including all intellectual property rights therein. At HashLearn's request and expense, you will execute documents and take such further acts as HashLearn may reasonably request to assist HashLearn to acquire, perfect and maintain its intellectual property rights and other legal protections for the Tutor Reviews and Feedback.

You will not take any actions which may undermine the review system used to solicit feedback and comments from Users, including, without limitation, leaving negative comments if a tutor fails to perform some action that is outside the scope of the Sessions, or for another untruthful or malicious reason.

Restricted Activities

You acknowledge and agree that HashLearn's Services are provided for the purpose of facilitating education and not for any illegal purposes. You agree not to use the Site and Services to hire tutors for purposes such as to complete assignments, to write test/exam papers, take quizzes or otherwise to do work on your behalf. Further, you agree not to use the Site and Services for any purpose that violates the academic honesty policy or other conduct policies of your school, college, university, academic institution or workplace. You agree not to use the Site to: (a) violate or encourage the violation of any local, state, national, or international law; (b) stalk, harass, or harm another individual; (c) collect or store personal data about other users of our Site; (d) impersonate any person or entity, or otherwise misrepresent your affiliation with a person or entity; (e) interfere with or disrupt the Site and Services or networks connected to the Site, or disobey any requirements, procedures, policies, or regulations of networks connected to the Site. You agree not to use the Site or Application to send any message that is unlawful, libelous, defamatory, abusive, sexually explicit, threatening, vulgar, obscene, profane, racially offensive, or otherwise objectionable, as determined by HashLearn in its sole discretion.