

Maple STC Refund Policy

At Maple STC, we are committed to providing a transparent and fair refund process for students enrolled in our online programs.

Students who wish to withdraw or request a refund must submit a Withdrawal Notification Form via email to management@maplestc.com or contact us at **+84 (0) 899 16 6156**. The request must include the student's full name, registered ID/passport, program details, and the reason for the request. All submissions will be reviewed by our admissions team, and a response will be provided within **three (3) working days**.

The tuition fee structure is as follows:

- A **10% non-refundable application fee**
- **30% of the total tuition fee**, payable **five (5) working days before** the course begins
- The remaining **60%** is due within **sixty (60) days** of the course start date

Tuition fees cover all course materials, a fully set-up student account on the **Maple Eduverse** learning platform, and support from a designated program coordinator.

In cases of course cancellation, student withdrawal, or inability to attend, the following refund scale applies:

- **100% refund** if the withdrawal occurs **before the course start date**
- **80% refund** if the withdrawal occurs **within two (2) weeks** after the course starts
- **No refund** after two (2) weeks, unless there are exceptional circumstances such as personal or family illness, bereavement, or other valid reasons supported by documentation

Refunds or course changes are only considered:

- If the request is made within **seven (7) days** of registration and payment
- If the course has **not been activated** or **less than 10%** of the content has been accessed.
- Valid reasons include course content does not match the description, technical issues that prevent course access, or other personal reasons subject to case-by-case evaluation.

Approved refunds will be processed via **bank transfer** or the **original payment method** within **seven (7) working days**. Please note that any transaction fees incurred during payment are **non-refundable**.

For any questions or further clarification, students are encouraged to contact us directly.