

## **Agreement and Terms of Service**

### **1. Interested Parties**

1.1 The Provider of the voucher is EDU Effective Business School, LLC with a registered office at 500 Ala Moana Blvd., Suite 7400, Honolulu, Hawaii, HI 96813 USA, file number: 172107 C5 (hereinafter referred to as "Provider").

2.1. The term "Buyer" refers to any individual or legal entity who purchases and pays for a voucher from the Provider. The Buyer is entitled to transfer the voucher code to another individual or entity (referred to as the Participant) for redemption purposes. The Buyer holds full responsibility for the safekeeping of the voucher code and for determining to whom the voucher code is provided. The Provider bears no responsibility for verifying the identity of the individual redeeming the voucher, and any loss, theft, or unauthorized use of the voucher code is the sole responsibility of the Buyer.

3.1. "Participant" refers to any individual or legal entity who possesses and seeks to redeem a voucher code, which may or may not be the same person as the Buyer. The Participant is entitled to redeem the voucher by following the procedures set forth by the Provider. The Provider assumes no liability for the authenticity of the Participant's claim to the voucher, and any disputes regarding the rightful possession or use of the voucher shall be resolved between the Buyer and the Participant without involving the Provider.

### **2. Voucher Validity**

2.1. The voucher is valid for a period of three (3) months from the date of issue.

### **3. Voucher Issuance Process**

3.1. To obtain a voucher, the Buyer must complete a designated form, make the payment, after which a voucher will be generated and sent via email, including details of its validity. A voucher will be sent within 3 business days after the payment is credited to the bank account of the Provider.

3.2. The voucher fees are categorized into pricing packages/plans (known as Sponsor, Growth, Success and Opportunity plus a Flexible course / Credential) and a universal voucher with a given amount. All can be found on the [www.edueffective.online](http://www.edueffective.online) website:  
<https://www.edueffective.online/gift-vouchers-en-landing-page/>  
or here: <https://www.edueffective.online/cs/gift-vouchers-landing-page/> (for Czech and Slovak customers).

3.3. The issued voucher will contain a unique code that the Participant must use to redeem the voucher.

## **4. Redemption Process**

4.1. To redeem the voucher, the Participant must send an email to [skillup@edueffective.online](mailto:skillup@edueffective.online), including the voucher code.

4.2. Upon receiving the code, the Student Success Team will provide the Participant with instructions to complete the application form and specify the program or service they wish to use the voucher for.

4.3. The voucher amount will be deducted from the invoice. If the invoice amount exceeds the voucher value, the Participant will receive a reduced invoice for the remaining balance.

4.4. Failure to pay the remaining balance will result in forfeiture of the voucher without any right to further redemption, financial reimbursement, or any other compensation.

## **5. Expired Vouchers**

5.1. If the voucher code is presented after the expiration date, the voucher will be considered void, and the amount paid will be forfeited.

## **6. Refund Policy**

6.1. The refund period is 14 days and starts from the moment the voucher is sent to the Buyer. The Buyer has the right to request a refund provided that the voucher has not been redeemed by the time of the refund.

6.2. If the voucher has been redeemed, the Buyer is not entitled to a refund.

6.3. Vouchers cannot be partially redeemed, and any unused balance will not be refunded.

## **7. Specific Voucher Conditions**

7.1. A voucher issued for a specific product or service can only be redeemed for that specific product or service. Vouchers are only valid for the following services and products:

- Effective Courses / Programs
- Flexible Courses
- Printed diploma and transcript
- Printed certificate of competence
- Course extension
- Study break

7.2. If the Participant wishes to upgrade to a higher-priced package than the one covered by the voucher, they may pay the difference. This option will not be highlighted during the voucher redemption process. To take advantage of this option, the Participant has to contact the Provider at [skillup@edueffective.online](mailto:skillup@edueffective.online).

7.3. In cases where the value of the voucher exceeds the price of the selected service or product, the remaining balance will be forfeited. The excess cannot be refunded, transferred, or applied to future services or products beyond the same day of redemption. The voucher can be redeemed for multiple products or services, but all redemptions must occur on the same day. If the Participant wishes to use the voucher for multiple purchases on the same day, they must notify the Provider at [skillup@edueffective.online](mailto:skillup@edueffective.online). The expiry date of the voucher applies to the full amount, and no extensions will be granted for any unused balance.

## **8. General Conditions**

8.1. After redeeming the voucher, the Participant is subject to the same terms and conditions as other students or customers of EDU Effective. These conditions are accepted upon submission of the application form, which is mandatory for the voucher's use.

8.2. By paying the price of the voucher, the Buyer confirms that they have read the Terms & Conditions set within this Agreement and consents to be bound hereby as a contractual party to this Agreement. Shall the Buyer wish to transfer the voucher code to another person or entity (Participant), the Buyer is responsible for informing the Participant about the Terms & Conditions set within this Agreement and about the Participant being also bound by these Terms & Conditions as a contractual party to this Agreement.