

Payment Options + Refund Policy

We understand that flexibility and transparency are essential for our clients. Below, you will find our payment options for online German business courses, designed to suit your needs.

Payment Methods Available

<u>Bank Transfer</u>
<ul style="list-style-type: none"> • Payment instructions will be provided upon enrollment
<u>PayPal</u>
<ul style="list-style-type: none"> • Pay directly using your PayPal account
<u>Credit/Debit Card</u>
<ul style="list-style-type: none"> • Processed securely through our payment gateway

Payment Plans

For individual students:

<u>Upfront Payment</u>
<ul style="list-style-type: none"> • Full payment ensures reservation and access to all lessons • 5% discount to priority booking
<u>Installment Plans</u>
<ul style="list-style-type: none"> • <u>Option 1:</u> Two Installments 50% at the time of the booking Remaining 50% halfway through the course • <u>Option 2:</u> Three Installments (for packages exceeding 1,000 €) 40% upfront 30% after one-third of the course 30% after two-thirds of the course
<u>Pay-as-you-go</u>
<ul style="list-style-type: none"> • pay for each class individually (max. 5 classes package)

For corporate clients:

<u>Custom installment plans</u>
<ul style="list-style-type: none"> • monthly invoicing or custom installment plans available

Refund Policy

<u>Full refunds</u>
<ul style="list-style-type: none"> • to be eligible for a refund, send an email to info@picconprofessionalgerman.com • once your refund request is reviewed and approved, you will receive a confirmation email within 2 business days • the refund request must be made within 7 days of the purchase date for 100% refund • In case of illness: if you are unable to attend due to illness, we offer a reschedule option up to 24 hours before the class

Partial refunds

- for cancellations **less** than 7 days before the course starts (one of the package options), a 25% administration fee will be deducted
- in case of exceptional circumstances (e.g., family emergency), we can consider flexible arrangements; please contact us as soon as possible
- for reschedules due to illness, this is limited to 3 occurrences per customer.

No refunds

- any rescheduling requests made within 24 hours of the class cannot be accommodated
- more than 3 times rescheduling of a class cannot be accepted
- classes that have already been attended.
- classes missed without prior notice (no-shows).
- digital products or materials that have been downloaded or accessed.
- administrative fees, if applicable.

Notes for Clients

- **Course Materials:** Included in the course fee.
- **Booking Confirmation:** Payment (either full or initial installment) secures your spot in the course.

If you have any questions or need assistance, feel free to contact us at
info@picconprofessionalgerman.com

We look forward to helping you achieve your German language goals!
