

Edu2Fam Cancellation & Refund Policy

Effective Date: September 28, 2026 | Last Updated: September 28, 2026

1. Scope

This Cancellation & Refund Policy applies to paid Edu2Fam family membership subscriptions. Edu2Fam is a platform that helps families and educators connect. At launch, Edu2Fam collects membership subscription fees from families but does not collect, hold, transmit, or process payments between families and educators for childcare, tutoring, educational, or other services.

2. Membership Plans and Automatic Renewal

Edu2Fam may offer monthly and annual family membership plans. The applicable price, billing period, renewal terms, taxes (if any), and other material billing terms will be displayed during checkout before payment is completed.

Unless otherwise stated at checkout, paid memberships automatically renew for the same applicable billing period until canceled. The payment method on file will be charged for each renewal unless the membership is canceled before the applicable renewal charge.

3. Checkout and Consent

Before a family purchases an automatically renewing membership, Edu2Fam will clearly and conspicuously present the material subscription terms required by applicable law, including the membership price, frequency of charges, automatic-renewal terms, the deadline or timing for cancellation to prevent future charges, and the available cancellation mechanism. Where required, Edu2Fam will obtain affirmative consent to the automatic-renewal terms before charging the customer.

After enrollment, Edu2Fam or its payment processor will provide a confirmation or receipt capable of being retained by the customer and containing or linking to applicable billing and cancellation information as required by law.

4. Annual Renewal Reminder

For annual memberships, Edu2Fam will provide any advance renewal notice required by applicable law. For New York consumers covered by New York's automatic-renewal requirements, Edu2Fam will provide the required notice at least 15 days, but not more than 45 days, before the applicable cancellation deadline. The notice will include instructions explaining how to cancel before the renewal charge. Edu2Fam may deliver required notices through Stripe or another email, app, or notification system that satisfies applicable legal requirements.

5. How to Cancel

Families may cancel an Edu2Fam membership online through the Membership page and/or the Stripe customer portal made available through Edu2Fam. Cancellation will not require unnecessary additional steps. Edu2Fam will not require a customer to contact support merely to complete an online cancellation when online cancellation is available.

Edu2Fam may provide information about the effect of cancellation or an optional retention offer where permitted by law, but such information or offer will not block, obstruct, or unreasonably delay a customer's ability to cancel.

6. Effect of Cancellation

Unless applicable law requires otherwise, cancellation stops future automatic renewals. A customer who cancels will generally retain access to the paid membership through the end of the current billing period. The membership will

not renew after that period ends.

7. Refunds

Membership fees are generally non-refundable once charged, including when a customer cancels during an active billing period. Edu2Fam does not automatically issue a prorated refund for unused time in the current billing period unless required by applicable law.

Edu2Fam may review refund requests involving duplicate charges, billing errors, unauthorized or incorrect charges, technical billing problems, or other circumstances in which a refund is required by law. Requests should be sent to support@edu2fam.com. Approval of a discretionary refund in one situation does not create an obligation to provide a refund in another situation.

8. Family-to-Educator Cancellations, No-Shows, and Service Fees

Edu2Fam does not process payments between families and educators for services at launch. Any service price, cancellation fee, no-show fee, refund, reimbursement, or other payment relating to childcare, tutoring, educational, or other services arranged between a family and an educator is handled directly between those users. Edu2Fam is not a party to those payment arrangements and does not automatically collect or refund those amounts.

9. Price Changes and Material Subscription Changes

Edu2Fam may change membership pricing or other material subscription terms in the future. Any price increase or other material change will be communicated in advance and handled in accordance with applicable law. Where affirmative consent is legally required before charging an increased price, Edu2Fam will obtain that consent; where applicable law permits another compliant method, Edu2Fam may use that method. No price change will be applied retroactively to a completed billing period.

10. Taxes

Applicable taxes, if any, may be added to membership charges and will be disclosed as required during checkout or on the applicable billing record.

11. Billing Assistance

For questions about membership billing, cancellation, duplicate charges, billing errors, or refund requests, contact:

Email: support@edu2fam.com

Website: www.edu2fam.com

12. App Store or Other Third-Party Billing

If Edu2Fam later offers memberships through Apple, Google, or another third-party billing provider, purchases made through that provider may also be subject to the provider's billing, cancellation, and refund procedures. Edu2Fam will update this policy and the applicable purchase flow as needed before offering such billing methods.

13. Applicable Law

This policy is intended to operate together with Edu2Fam's Terms of Use and applicable consumer-protection and automatic-renewal laws. If applicable law gives a customer a right that conflicts with a provision of this policy, the applicable legal requirement will control to the extent required.

Implementation note: This policy describes the customer-facing rules Edu2Fam intends to follow. Before launch, Edu2Fam should verify that its actual checkout, affirmative-consent flow, post-purchase confirmation, annual renewal notices, cancellation flow, and

Stripe settings operate consistently with this policy.

This document is a business policy and is not a substitute for advice from a licensed attorney regarding Edu2Fam's specific legal obligations.