



Brightseed Academy of Learning

Florida-listed private umbrella school

Refunds, Turnaround Times & Service Terms

Effective date: October 02, 2025

Turnaround times

- Enrollment/withdrawal letters: next business day after required items are received (rush same-day if requested before 3:00 p.m. ET).
- Verification packet (Premier): 2 business days.
- Progress feedback (Standard+): 5 business days.
- Transcript build (add-on): 5 business days after complete info.
- PEP Concierge: Starter - links in 1 business day; session within 7 days. Plus - quarterly review notes in 2 business days. White-Glove - submissions within 2 business days after complete materials are received.

Refunds & cancellations

- Umbrella enrollment fees are non-refundable once enrollment letters are issued. - PEP Concierge fees are non-refundable after the orientation session (Starter) or once services are performed (Plus/White-Glove).
- Purchased the wrong tier? Contact us within 3 days and we will apply your payment toward the correct tier.
- Upgrades anytime (pro-rated). Downgrades take effect at the next renewal.

Family caps & scope

- Family caps apply to umbrella tiers as listed on the Pricing page. Add-ons (e.g., transcript builds, clubs) are separate.
- Brightseed provides education-only services. Neurodiversity+ coaching is non-clinical and not a substitute for ABA therapy.

How to request support

- Email support: responses within 1-2 business days (Core), 24-48 hours (Standard), and 24 hours (Premier).
- For urgent letter corrections, include "URGENT" in the subject line.

Questions about refunds or timelines? Email info@brightseedacademy.com.

Contact: info@brightseedacademy.com • Florida non-campus private (umbrella) school

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