

How We Operate

Eagle Tutorials Services acts as a **trusted bridge** between expert tutors and parents seeking quality education support for their children. Our process is designed to ensure fairness, accountability, and smooth collaboration.

1. Job Matching

We connect qualified tutors with parents based on subject expertise, location (for onsite), and availability.

2. Payment & Commission

- Tutors pay **50% of the monthly amount** as a one-time commission for job placement.
- This payment confirms the tutor's commitment and secures the position.

3. Tracking & Relationship Management

We continuously monitor the tutor-parent relationship to ensure satisfaction on both sides and provide support when necessary.

Refund & Replacement Policy

We prioritize fairness and mutual respect. Our refund or replacement policy applies under the following conditions:

1. Parent-Initiated Termination

If a parent discontinues the tutoring service **within the first month**, Eagle Tutorials will:

- Offer a **full refund** of the commission, OR
- Provide a **replacement job** with equivalent monthly pay.

2. Tutor-Initiated Termination

If a tutor ends the job early:

- **No refund** will be issued unless there's a **valid, verifiable reason** beyond the tutor's control (e.g., health issues, family emergencies).

3. Mutual Agreement Termination

If both parties mutually decide to end the tutoring relationship, we assess the case individually and may:

- Issue a **partial refund**, OR
- Offer a **replacement opportunity**, depending on circumstances.

4. Performance or Misconduct Issues

- If a tutor is removed due to **misconduct, repeated lateness, or poor performance**, the commission **will not be refunded**.
- Tutors are expected to maintain professionalism, punctuality, and quality teaching standards.

5. Replacement Guarantee Period

- Replacement offers are valid **within 30 days** of termination. After that, refund or replacement eligibility may expire.



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Organization: Eagle Tutorials Services



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