

Description & process of ordering goods and services

In order to purchase a course, you need to complete several simple steps:

1. Register and choose a course:

- On the main page www.lang-coach.com press the button “sign up”
- Enter your details: name, phone number, email and location.
- Go to your personal account,
- Select "Essential English" or "Premium English".
- Select a course and course duration.
- Pay using your bank card.

2. Clarify details:

- Upon receipt of your order, our admin team will contact you to confirm the date and time of the lesson, as well as help schedule your lessons with your selected teacher.
- Alternatively, you can also independently contact the operator for registration order by email: info@lang-coach.com and for legal entities: info@lang-coach.com

Process of English Lessons?

At LangCo we offer a free trial lesson, where we test your level of English and tell you a bit more about online school and the courses we offer. Shortly after that, we select the best teacher for you. In addition to regular classes online, we also offer homework.

1. Registration.

You will start by clicking the sign-up button and being directed to our registration page, where you will provide your name, email, phone number, location and learning goals, as well as a password. Following that, our admin team will call you back and schedule a trial lesson.

2. Trial lesson.

During the trial lesson, the senior teacher will determine the level of English and provide you with a detailed analysis of your strength and weaknesses, as well as areas you need to focus on. The trial teacher will then guide you through the most suitable English lessons and appropriate teacher.

3. Selection of teachers.

Following the trial lessons our team will carefully select the best teachers for you, based on your level of English, goals for learnings English and the teachers experience, therefore ensuring a successful match.

4. Regular lessons.

You will be able to schedule lessons when it's most convenient for you using our very own interactive video streaming platform.

5. Homework.

Our teachers will ensure that they provide you with homework as and when requested. We will also ensure that our teachers keep a record of your progress, which you are able up to go back to at any chosen time

6. Customer support

Our wonderful team accompanies you throughout your learning process and ensure that we help you with all necessary questions. Our personal services will also include rescheduling lessons, swapping teachers or requesting refunds or cancellations of our courses.

We value feedback and encourage you to provide us with any necessary information including positive feedback, suggestions or complaints.

7. How to pay via the website?

When placing an order, you must select an electronic payment method.

After the order is confirmed by our admin team you will be able to enter your personal account "My orders" next to the completed order there will be a button "Pay order", once you click this you will then be directed to the payment section of the website.

8. Payment method

By using Stripe, we can accept all major debit or credit cards including large global networks like Visa and Mastercard.

The cards we accept via Stripe include:

- Visa
- Mastercard
- Maestro
- American Express
- China UnionPay (CUP)
- Discover & Diners
- Japan Credit Bureau (JCB)

Payment rules

For example, when paying via your debit card, after placing an order you will be directed to our payment processing page where you will be asked enter you bank card details such as:

1. card type
2. card number
3. card expiration date (indicated on the front of the card)
4. Name of the cardholder (as indicated exactly as on the card)
5. CVC2 / CVV2 code (3 digits at the back of the card)

If your card is connected to the 3D-Secure service, you will be automatically redirected to the payment page connected to your bank in order to complete the authentication procedure.

For information on the rules and methods of additional identification, please check with the bank that issued the card.

The security involved in online payment via the bank's payment gateway is guaranteed via international recognised security standard PCI DSS. The transfer of information occurs with using TLS encryption technology, therefore ensuring adequate consumer security when accepting, processing, storing, or transmitting credit card information.

7. Refund or exchange of goods:

You can obtain a refund from our support team.

For refunds, you can either email or contact our support team on (info@lang-coach.com) and provide the following information.

- Your order number:
- Your client number:
- Payment method:
- Reason for a refund:
- Comments: