

Dispute Resolution Policy

1. Introduction

This Dispute Resolution Policy outlines the procedures for resolving disputes between users (both service providers and customers) on TorahNet. We aim to resolve conflicts fairly and efficiently, ensuring a positive experience for all users.

2. Scope

This policy applies to all disputes arising from interactions and transactions on TorahNet. It covers issues related to service delivery, payment, refunds, reviews, and any other conflicts between users.

3. Initial Resolution

3.1 Direct Communication Users are encouraged to resolve disputes directly with the involved party through respectful and constructive communication. Many issues can be resolved through open dialogue.

3.2 Mediation by the Resolution Center If direct communication does not resolve the dispute, users can request mediation from the Resolution Center. Our Resolution Center will review the issue and facilitate a resolution process. Users can contact our support team at admin@torah-net.com or through our Resolution Center.

4. Mediation Process

4.1 Submission of Complaint Users must submit a detailed description of the dispute, including relevant evidence (e.g., messages, screenshots, service descriptions) to the Resolution Center.

4.2 Review and Response The Resolution Center will review the complaint and may request additional information from both parties. Both parties will be given an opportunity to provide their perspective on the dispute.

4.3 Mediation Outcome Based on the information provided, the Resolution Center will propose a resolution. Possible outcomes may include refunds, rescheduling of a lesson, or other remedies. Both parties will be informed of the proposed resolution.

5. Prohibited Actions

5.1 False Claims Users who submit false or misleading claims may be subject to penalties, including suspension or termination of their TorahNet account.

6. Confidentiality

All information and communications related to the dispute resolution process will be kept confidential by both parties and TorahNet, except as required by law.

7. Changes to Policy

TorahNet reserves the right to modify this Dispute Resolution Policy at any time. Users will be notified of any changes through TorahNet and are encouraged to review the policy periodically.