Withdrawal, Refund and Cancellation Policy

Translation. This is the faithful translation into US English that clause 25.1 of the Terms provides for. The Spanish text, *Política de Desistimiento, Reembolso y Cancelación*, is the valid one: if this translation and the Spanish text differ, the Spanish text prevails.

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1. What it governs and to whom it applies

1.1. This Policy governs the right of withdrawal, the First Session Guarantee, refunds, the duration of Purchases and the cancellation and moving of Sessions. It forms part of the contract for each Purchase, together with the General Terms of Contract and Use ("Terms"), and it prevails over them in these matters.

1.2. It applies equally to all Clients, whether Consumers or Businesses. Quant Solvings grants Businesses, by contract, the same right of withdrawal that the law gives Consumers.

1.3. Nothing in this Policy limits the rights that the law grants to Consumers.

1.4. If more than one rule can apply to the same request, Quant Solvings applies the one that gives the Client the most favorable amount, even if the Client does not mention it. This holds inside and outside the Withdrawal Period, when Quant Solvings stops providing the Services (clause 9.3) and between this Policy and the terms under which an earlier Purchase was made (clause 15).

2. Definitions

2.1. Capitalized terms have the meaning that the Terms give them. In addition, in this Policy:

- **Withdrawal Period** (or **Period**): the 14 calendar days following the day of the Purchase. It ends at 11:59 p.m., mainland Spain time, on day 14. If day 14 is a Saturday, a Sunday or a national holiday in Spain, the Period ends at 11:59 p.m. on the next working day, that is, on the next day that is not a Saturday, a Sunday or a national holiday. For example:
- for a Purchase made on Tuesday, November 3, 2026, the Period ends on Tuesday, November 17, 2026, at 11:59 p.m.;
- for a Purchase made on Saturday, November 7, 2026, day 14 is Saturday, November 21, so the Period ends on Monday, November 23, 2026, at 11:59 p.m.;
- for a Purchase made on Friday, December 11, 2026, day 14 is Friday, December 25, a national holiday, and the next two days are a Saturday and a Sunday, so the Period ends on Monday, December 28, 2026, at 11:59 p.m.
- **Early Start:** the Client's express request to start their Sessions within the Withdrawal Period (clause 6).

- **Session Given:** a Session that has been held; a Session the Client did not show up for without having canceled it, unless Quant Solvings gives it back to them; or, provisionally, a Session whose start time has passed and that Quant Solvings has not yet recorded (clause 10).
- **Used Session:** a Session that the Client cancels or moves to another time within the 24 hours before it starts. It cannot be booked again, but it is not a Session Given (clause 11).
- **Price Paid per Session:** the amount paid for the Purchase, VAT included, divided by the number of Sessions in the Purchase, with all its decimal places (clause 14.5). In the Rest of the Program, the amount is first divided among its Levels, in proportion to the price of each before the discount, and the Price Paid per Session of each Level is its share divided by its Sessions.
- **Single Session Price:** the unit price, excluding VAT, of a Single Session of the same type, in force on the date of the Purchase (clause 8.3). For Purchases made before October 29, 2026, the prices in the first table in clause 8.3 are used.
- **First Session Guarantee** or **Guarantee:** the commitment in clause 7.

3. Summary: what the Client receives in each case

Situation	What the Client receives
Withdraws within the Withdrawal Period without Early Start, or with no Sessions held	Everything they paid.
Withdraws within the Period after an Early Start	What they paid minus the Sessions held, each at its Price Paid per Session. If the calculation in clause 8 gives them more, they receive that amount. If the only Session Given is their first Session and the conditions of the Guarantee are met, everything they paid.
Uses the First Session Guarantee	Everything they paid for the Purchase their first Session belongs to, first Session included.
Ends a Purchase after the Withdrawal Period	What they paid minus the Sessions Given, each at its Single Session Price with the Purchase's VAT, never less than zero.
Quant Solvings stops providing the Services or ends the Purchase	Each Session not given at its Price Paid per Session. If the decision is made by Quant Solvings, without a serious breach by the Client and without force majeure or Carlos Morales Martínez being unable to give the Sessions, also the amount in clause 9.2.

In all cases, if more than one rule can apply, the Client receives the highest amount (clause 1.4), and the money is paid back within 14 calendar days at most from the request (or from the end of the Services or of the Purchase, if it is Quant Solvings that ends them), by the same payment method and at no cost to the Client.

4. Purchases do not expire

4.1. Purchases and their Sessions do not expire. The Client can take breaks, including breaks of several months, and pick up where they left off.

4.2. At any time, the Client can keep booking their Sessions or end the Purchase with the refund due to them under this Policy.

4.3. If Quant Solvings stops providing the Services, clause 9 applies.

5. Right of withdrawal

5.1. The Client can withdraw from any Purchase within the Withdrawal Period, without stating the reason and at no cost, except for paying for the Sessions held after an Early Start (clause 6).

5.2. Without Early Start, Sessions can only be held from day 15 counted from the Purchase. If the Client withdraws within the Period without having requested Early Start, they receive everything they paid, also when the Period has been extended because it ends on a Saturday, a Sunday or a national holiday and they have already had a Session (clause 6.5).

5.3. To withdraw, it is enough to inform Quant Solvings before the Period ends, by any of the means in clause 13 or by any other unequivocal statement.

5.4. On withdrawal, the booked Sessions that have not yet started are canceled and the Purchase ends.

6. Early Start

6.1. If the Client wants to start their Sessions within the Withdrawal Period, they must expressly request it in the Portal, after payment, with the "Start sooner?" option. In requesting it, they acknowledge that, if all the Sessions of the Purchase are held within the Period, they lose the right of withdrawal. Quant Solvings confirms the request by email, with its date and time.

6.2. With Early Start, the Client can book and receive Sessions from the moment they make the request.

6.3. If they then withdraw within the Period, they pay only for the part of the service already provided up to the moment they communicate their withdrawal: the Sessions held, each at its Price Paid per Session, which is the proportional part of the total price of the Purchase. A Session the Client did not show up for is not charged on withdrawal, and neither is a Used Session. Quant Solvings refunds the rest. If the calculation in clause 8 gives them a larger refund, they receive that amount (clause 1.4). If the only Session Given is their first Session with Quant Solvings and the conditions of the Guarantee are met, they pay nothing and receive everything they paid (clause 7).

6.4. If, at their request, all the Sessions of the Purchase have been held within the Period, the Client can no longer withdraw (article 103.a of the TRLGDCU, the Spanish consumer protection law). This is the case, for example, with a Single Session held within the Period. Even so, the Guarantee applies if its conditions are met.

6.5. If the Client has not expressly requested Early Start, they pay nothing for any Sessions held within the Period, for example when the Period is extended because its day 14 is a Saturday, a Sunday or a national holiday (article 108.5 of the TRLGDCU).

7. First Session Guarantee

7.1. Quant Solvings offers each Client, only once, the First Session Guarantee. It is a voluntary commitment by Quant Solvings that is added to the rights the law grants the Client.

7.2. The first Session is the first Session Given that the Client has with Quant Solvings, whatever they have bought. A Session the Client did not show up for without having canceled it also counts as the first Session, unless Quant Solvings gives it back to them. The Introductory Consultation does not count. The Sessions the Client received before the Portal existed do count: a Client who has already received them has already had their first Session.

7.3. After their first Session, the Client can ask for their money back if these two conditions are met:

a) they ask within the 14 calendar days following the day of their first Session (the time limit ends at 11:59 p.m., mainland Spain time, on day 14); and

b) when they ask, they do not have a second Session Given, in that Purchase or in any other. A no-show without canceling counts as a second Session, unless Quant Solvings gives it back; a Used Session (clause 11.2) does not count.

7.4. If both are met, Quant Solvings refunds everything the Client paid for the Purchase the first Session belongs to. The first Session is not charged.

7.5. Asking for the Guarantee ends that Purchase: its booked Sessions that have not yet started are canceled.

7.6. The Guarantee can only be used once per Client. If the Client does not ask for it within its time limit, or if they have a second Session Given, they lose it, also for future Purchases.

7.7. The Guarantee covers only the Purchase the first Session belongs to. The Client's other Purchases remain in force. If they also want to end any of them, they must ask, and each one is governed by its own rules in this Policy: for example, a Purchase with no Sessions Given is refunded in full (clauses 5 and 8).

7.8. The Guarantee applies inside and outside the Withdrawal Period. Within the Period, if the only Session Given is the first one and the Client would have to pay for it on withdrawal, the Guarantee means they do not pay for it: they receive everything they paid, and the Guarantee is used up.

8. Ending a Purchase after the Withdrawal Period

8.1. After the Withdrawal Period, the Client can end any Purchase at any time and without stating the reason. Within the Period, the calculation in this clause also applies when it gives the Client more than withdrawal does (clauses 1.4 and 6.3).

8.2. Quant Solvings refunds what the Client paid for the Purchase minus the value of the Sessions Given in that Purchase. Each Session Given is valued at its Single Session Price, plus the VAT with which the Purchase was paid. If the result is zero or less, there is no refund, but the Client never has to pay anything more.

> Refund = amount paid minus the sum of the value of each Session Given, where the value of each is its Single Session Price × (1 + the VAT rate of the Purchase). If the result is zero or negative, there is no refund.

8.3. Single Session Prices in force on October 29, 2026:

Session type	Price excluding VAT	With 21% VAT
Beginner	€125.00	€151.25
Intermediate	€185.00	€223.85
Advanced	€250.00	€302.50
Tailored Session	€185.00	€223.85

From November 4, 2026, the Single Session Prices are:

Session type	Price excluding VAT	With 21% VAT
Beginner	€140.00	€169.40
Intermediate	€205.00	€248.05
Advanced	€275.00	€332.75
Tailored Session	€205.00	€248.05

For each Purchase, the Single Session Price in force on the date of that Purchase is used, even if it changes later: those of the first table for Purchases made up to November 3, 2026, including those made before October 29, 2026, and those of the second for Purchases made from November 4, 2026.

8.4. The type of each Session is:

a) in a whole Level, in a Complete Level and in the Single Sessions of a Level, the type of that Level;

b) in Tailored Sessions, whether single or in the Package of 8 Tailored Sessions, the type of the Tailored Session;

c) in the Full Program, the type of the Level whose program each Session Given follows (Beginner, Intermediate or Advanced); a Session the Client did not show up for is of the Level of the Session they missed. If this is not recorded, the first eight Sessions Given are Beginner, the ninth to the sixteenth Intermediate, and the seventeenth to the twenty-fourth Advanced;

d) in the Rest of the Program, the type of the Level each Session belongs to.

8.5. The price of a Package carries a discount on that of Single Sessions because the Client buys all its Sessions at once. If the Client ends the Purchase before receiving them all, the Sessions Given are valued as Single Sessions: the Package discount is lost on them, and the rest is refunded. The same happens with the discount of an Invitation Code (Terms, clause 8.8): it is lost on the Sessions Given. In a Purchase of Single Sessions without that discount, the result is the same as refunding the Sessions not given at their price.

8.6. Used Sessions are not Sessions Given, so they are not deducted. No more Sessions are ever deducted than the Purchase includes.

8.7. The request ends the Purchase: its booked Sessions that have not yet started are canceled.

8.8. If the conditions of the Guarantee are met, the Guarantee applies (clauses 1.4 and 7).

9. If Quant Solvings stops providing the Services or ends a Purchase

9.1. If Quant Solvings stops providing the Services, generally or to a particular Client, or ends a Purchase, for any reason (including force majeure, Carlos Morales Martínez being unable to give the Sessions and the termination of the contract for a serious breach by the Client), it refunds each Session not given of each Purchase affected at its Price Paid per Session. Used Sessions are also refunded, because they are not Sessions Given.

9.2. If Quant Solvings stops providing the Services or ends a Purchase without the Client having seriously breached the Terms, and the cause is not force majeure or Carlos Morales Martínez being unable to give the Sessions, it also pays the Client the difference, if positive, between the refund in clause 9.1 and the refund the Client would have received under clause 8 if, that same day, the Client had ended the Purchase themselves. This is the same amount by which the clause 8 refund falls short of the clause 9.1 refund when it is the Client who ends the Purchase after the Withdrawal Period.

9.3. In all the cases in this clause, if the Client would have received more by ending the Purchase themselves that day (clauses 5 to 8), they receive that amount (clause 1.4).

9.4. If Quant Solvings decides to stop providing the Services, or to end a Purchase without a serious breach by the Client, it informs the Client by email at least 30 days in advance. If the cause is beyond its control, it informs the Client as soon as it can. In the meantime, the Client can keep holding their Sessions or end the Purchase.

9.5. Quant Solvings pays the money back within the 14 calendar days following the end of the Services or of the Purchase, by the same payment method (clause 14).

10. What counts as a Session Given

10.1. The following count as a Session Given:

a) a Session that has been held;

b) a Session the Client does not show up for without having canceled it, unless Quant Solvings gives it back to them (clause 12);

c) a Session whose start time has passed and that Quant Solvings has not yet recorded. This case is provisional: when Quant Solvings records what happened (held, Client no-show or canceled), the Session counts or stops counting as given, as the case may be. If it stops counting when a refund had already been calculated, Quant Solvings also refunds the difference.

10.2. The following do not count as given: Sessions canceled or moved to another time 24 hours or more in advance, Used Sessions, the Sessions that Quant Solvings cancels or cannot hold and the Sessions that Quant Solvings gives back to the Client.

10.3. To calculate any refund, the Sessions Given are counted at the time of the request or, in the case of clause 9, on the date on which Quant Solvings stops providing the Services or ends the Purchase.

10.4. For each Purchase, the Portal shows its Sessions held (those that took place), used, booked and to book. In those counters, "used" brings together two cases that this Policy treats differently: canceling or moving to another time within the 24 hours before the start, which is a Used Session and is not deducted from any refund (clause 11.2), and a no-show without canceling, which is a Session Given (clause 10.1.b). Before confirming a withdrawal or a refund, the Portal shows the Sessions that are deducted and the amount that will be refunded. If the Client believes that a Session is shown with the wrong status, they can tell Quant Solvings, which will review the record and, if it keeps the Session as given, will explain why (for example, the date and time when it was held or when the Client did not show up).

10.5. On withdrawal within the Withdrawal Period, only the Sessions held are paid for (clause 6.3): a no-show without canceling is not paid for. A Session whose start time has passed and that Quant Solvings has not yet recorded is counted as held until Quant Solvings records it. For everything else in this Policy, for example for the Guarantee (clause 7.3) and for the refund after the Period (clause 8), a no-show without canceling is a Session Given.

11. Canceling or moving a Session

11.1. The Client can cancel a booked Session, or move it to another time, free of charge up to 24 hours before it starts. The Session becomes available to book again.

11.2. Within the 24 hours before it starts:

a) a canceled Session is a Used Session and cannot be booked again;

b) moving it to another time is equivalent to canceling it and booking another Session of the same Purchase, if any are left;

c) a Used Session does not count as given in any refund.

11.3. If the Client does not show up for a booked Session and did not cancel it, the Session counts as given, unless Quant Solvings gives it back to them (clause 12).

11.4. If Quant Solvings cancels a Session, or if the Session cannot be held because of a technical problem on the side of Quant Solvings or its providers, the Client gets it back and can book another time.

11.5. The Introductory Consultation has no cost, so canceling it has no financial consequence of any kind.

11.6. Quant Solvings offers slots regularly in the Portal's calendar, so that the Client can receive their Sessions within a reasonable time.

12. Emergencies and other exceptional circumstances

12.1. If the Client cannot attend a Session or cancel it in time because of an emergency or another exceptional circumstance, they must contact Quant Solvings as soon as possible.

12.2. If the Client could not attend or cancel in time because of an event they could not foresee or that, though foreseen, was unavoidable (for example, a sudden illness, an accident or a family emergency), and gives a reasonable explanation of what happened, Quant Solvings gives them the Session back: it stops counting as given or as used, and the Client can book it again.

12.3. In other exceptional circumstances, Quant Solvings will look into the case in good faith and may give the Session back.

13. How to request withdrawal, the Guarantee or a refund

13.1. Within the Withdrawal Period. In the Portal, with the "Withdraw from contract here" function, available throughout the Period in "Account", "Purchases" section, on the page that appears after payment and through a link in the Purchase confirmation email. The function opens the "Withdraw from contract" page, which shows the Purchase, the Sessions held that are paid for and the amount that will be refunded, which is the most favorable for the Client (clause 1.4). The withdrawal is confirmed with the "Confirm withdrawal" button. Within the Period, the Guarantee applies when withdrawing this way or by the means in clause 13.3 (clause 7.8).

13.2. After the Withdrawal Period. In the Portal, with the "Ask for a refund" option in "Account", "Purchases" section, which shows the Sessions that are deducted and the amount that will be refunded, and which is confirmed with the "Request refund" button. This option is also used to ask for the Guarantee when the Withdrawal Period has already ended.

13.3. At any time. By email to c.morales@quantsolvings.com or by letter to Quant Solvings, S.L., calle Antonio Larrazábal 12, apartamento 307, 28043 Madrid (Spain), with a clear statement of what is being requested. To withdraw, the model form in the Annex can be used, although it is not mandatory. Businesses can also use it, putting their company name and their address on the consumer lines.

13.4. Useful details. To process the request as quickly as possible, it helps to state the name, the email address of the account and the Purchase concerned (for example, its order number).

13.5. Time limits. To meet a time limit, it is enough to send the request before the time limit ends.

13.6. Acknowledgment of receipt. Quant Solvings confirms receipt of each request without delay, by email, with its content and its date and time. It is a good idea to keep that email.

14. How and when the money is paid back

14.1. Quant Solvings pays the money back without undue delay and, at the latest, within 14 calendar days from receiving the request. This time limit applies to withdrawal, to the Guarantee and to any other refund under this Policy. In the case of clause 9, the time limit is counted from the end of the Services or of the Purchase.

14.2. It pays the money back by the same payment method that the Client used; for Purchases paid in the Portal, to the same card. It only uses another method if the Client expressly agrees, and never at a cost to the Client.

14.3. Quant Solvings orders the refund early enough for the Client to receive it within that time limit.

14.4. For each refund, Quant Solvings issues a credit note (factura rectificativa), which it sends by email and which is also in the Portal ("Account", "Purchases" section). It also sends it on paper to a Consumer who did not accept electronic invoices (clause 8.6 of the Terms).

14.5. The Price Paid per Session is used with all its decimal places, and only the final amount is rounded, to the cent and in the Client's favor. For example, in the Full Program the Price Paid per Session is €3,902.25 ÷ 24 = €162.59375, and 3 Sessions are worth €487.78125, which is rounded to €487.78.

14.6. Neither withdrawal nor any other refund involves any cost for the Client.

15. Purchases made before this version

15.1. This version applies to each Purchase in which the Client accepts it. The Portal records the version accepted in each Purchase.

15.2. Purchases made under earlier terms, including the Sessions agreed with Quant Solvings before the Portal existed, continue to be governed by the terms under which they were made. But whatever this Policy provides that is more favorable to the Client also applies to them. In particular:

a) they no longer expire: the validity dates of those Purchases cease to apply;

b) in a refund, the Client receives the higher of these two amounts: the one that results from their original terms or the one that results from this Policy.

15.3. The Client can ask at any time for a copy of the terms under which they made their Purchase.

15.4. If a Client makes a Purchase under this version while the Website, the Portal, an email from Quant Solvings or the PDF offer still showed an earlier refund rule that was more favorable to them, that rule also applies to that Purchase: in a refund, the Client receives the higher of the two amounts, as in clause 15.2.b.

16. Examples

The examples use the prices in force on October 29, 2026 and, except for example 8, a Client in Spain, with 21% VAT:

Purchase	Sessions	Price excluding VAT	21% VAT	Total	Price Paid per Session
Beginner	8	€800.00	€168.00	€968.00	€121.00
Intermediate	8	€1,184.00	€248.64	€1,432.64	€179.08
Advanced	8	€1,600.00	€336.00	€1,936.00	€242.00
8 Tailored Sessions	8	€1,184.00	€248.64	€1,432.64	€179.08
Full Program	24	€3,225.00	€677.25	€3,902.25	€162.59375 (€3,902.25 ÷ 24)

Example 1. Withdrawal with no Sessions Given

A Client buys the Intermediate Level on Tuesday, November 3, 2026: €1,184.00 plus €248.64 of VAT, €1,432.64 in total. They do not request Early Start, so their Sessions can only start on November 18. On November 10, they use the "Withdraw from contract here" function.

- Sessions Given: none.
- Refund: €1,432.64, to their card, no later than November 24, 2026.
- Quant Solvings issues a credit note for €1,432.64.

Example 2. Withdrawal after an Early Start, with 3 Sessions held

A Client buys the Intermediate Level on November 3, 2026 (€1,432.64, VAT included) and requests Early Start. They have Sessions on November 4, 6 and 9, and all three are held; the one on the 4th is their first Session with Quant Solvings. On November 12, within the Withdrawal Period (which ends on November 17), they withdraw.

- Price Paid per Session: €1,432.64 ÷ 8 = €179.08.
- They pay for the 3 Sessions held: 3 × €179.08 = €537.24.
- Refund: €1,432.64 − €537.24 = €895.40, no later than November 26, 2026. The calculation in clause 8 would give them less (3 × €223.85 = €671.55; a refund of €761.09), so withdrawal applies.
- The Guarantee does not apply, because when they withdrew they already had a second Session Given (the one on November 6). If they had withdrawn on November 5, after their first Session, they would have received the €1,432.64.
- If they had not shown up for the Session on November 9 without canceling it, on withdrawal they would pay only for the 2 Sessions held: 2 × €179.08 = €358.16, and they would receive €1,074.48.

Example 3. Withdrawal in the Full Program: the most favorable calculation applies

A Client buys the Full Program on Tuesday, November 3, 2026 (€3,902.25, VAT included) and requests Early Start. They have 3 Beginner Sessions on November 4, 6 and 9, and all three are held; the one on the 4th is their first Session with Quant Solvings. On November 12, within the Withdrawal Period, they withdraw.

- With withdrawal (clause 6.3): they pay 3 × €162.59375 = €487.78125, which is rounded to €487.78, in their favor (clause 14.5). They would receive €3,902.25 − €487.78 = €3,414.47.
- With the calculation in clause 8: 3 Beginner Sessions × €151.25 = €453.75. They would receive €3,902.25 − €453.75 = €3,448.50.
- They receive the highest amount (clause 1.4): €3,448.50, €34.03 more than with withdrawal, no later than November 26, 2026.
- The Guarantee does not apply, because they already have a second Session Given.

Example 4. First Session Guarantee in the Full Program

A Client buys the Full Program on Monday, November 2, 2026: €3,225.00 plus €677.25 of VAT, €3,902.25 in total. Their Withdrawal Period ends on November 16 and, since they do not request Early Start, their Sessions can start on the 17th. They receive their first Session with Quant Solvings on November 18 and have the second one booked for the 27th. On November 25, they ask for their money back.

- The Withdrawal Period has already ended, but the conditions of the Guarantee are met: it is their first Session, they do not yet have a second Session Given and they ask within the 14 calendar days following November 18 (that is, until December 2 at 11:59 p.m.).
- Refund: €3,902.25, the whole Purchase, first Session included, no later than December 9, 2026.
- The Session on November 27 is canceled and the Purchase ends. The Client will not be able to use the Guarantee in the future.

Example 5. Ending a Beginner Level after the Withdrawal Period, with 3 Sessions Given

A Client paid €968.00 for the Beginner Level (€800.00 plus €168.00 of VAT). After the Withdrawal Period, they receive 3 Sessions. On January 15, 2027, they decide to end the Purchase.

- Beginner Single Session Price with the Purchase's VAT: €125.00 × 1.21 = €151.25.
- Value of the Sessions Given: 3 × €151.25 = €453.75.
- Refund: €968.00 − €453.75 = €514.25, no later than January 29, 2027.
- Comparison: at their Price Paid per Session (€121.00), the 5 Sessions not given would be worth €605.00. The difference, €90.75, is the Package discount on the 3 Sessions Given (3 × €25.00 × 1.21). It is also the amount that Quant Solvings would pay in addition if it were Quant Solvings that decided to stop providing the Services that day (example 10).

Example 6. Ending the Full Program after the Withdrawal Period, with Sessions from two Levels

A Client paid €3,902.25 for the Full Program (€3,225.00 plus €677.25 of VAT). They have received 10 Sessions: the 8 Beginner Sessions and 2 Intermediate Sessions. In addition, they canceled a Session 10 hours before it started: it is a Used Session, which they could not book again, but it is not a Session Given. On March 1, 2027, they end the Purchase.

- 8 Beginner Sessions × €151.25 = €1,210.00.
- 2 Intermediate Sessions × €223.85 = €447.70.
- Value of the Sessions Given: €1,210.00 + €447.70 = €1,657.70.
- Refund: €3,902.25 − €1,657.70 = €2,244.55, no later than March 15, 2027.
- The Used Session is not deducted.
- Check without VAT: €3,225.00 − (8 × €125.00 + 2 × €185.00) = €1,855.00; with 21% VAT (€389.55), €2,244.55.

Example 7. The refund is never negative

With the same Beginner Level as in example 5 (€968.00), after the Withdrawal Period:

- with 6 Sessions Given: €968.00 − 6 × €151.25 (€907.50) = a refund of €60.50;
- with 7 Sessions Given: 7 × €151.25 = €1,058.75, more than they paid. There is no refund, and the Client pays nothing more.
- As long as they do not end the Purchase, the Client keeps the Session they have not yet received and can book it.

Example 8. A business in another European Union member state

A business established in Germany, with a valid VAT number, buys 8 Tailored Sessions for €1,184.00, without Spanish VAT (reverse charge). After the Withdrawal Period, it receives 2 Sessions and ends the Purchase.

- Single Session Price of a Tailored Session: €185.00. The Purchase carried no VAT, so none is added.
- Value of the Sessions Given: 2 × €185.00 = €370.00.
- Refund: €1,184.00 − €370.00 = €814.00, with its credit note.

Example 9. A Single Session with Early Start

A Client buys a Tailored Session: €185.00 plus €38.85 of VAT, €223.85 in total. They request Early Start, and the Session is held within the Withdrawal Period.

- The Purchase has been provided in full at their request, so the Client can no longer withdraw.

- If it was their first Session with Quant Solvings and they have no other Session Given when they ask, they can use the Guarantee within the 14 calendar days following the day of the Session and receive €223.85.
- If it was not their first Session, there is no refund, either within the Period (clause 6.4) or afterward (clause 8: €223.85 − €223.85 = €0.00).

Example 10. Quant Solvings stops providing the Services

A Client paid €968.00 for the Beginner Level (€800.00 plus €168.00 of VAT) and has received 3 Sessions when Quant Solvings decides to stop providing the Services. Quant Solvings informs the Client by email 30 days in advance, and the Client has not breached the Terms.

- Refund of the 5 Sessions not given at their Price Paid per Session (clause 9.1): 5 × €121.00 = €605.00.
- If, that same day, the Client had ended the Purchase themselves, clause 8 would have given them €514.25 (example 5).
- Additional amount (clause 9.2): €605.00 − €514.25 = €90.75.
- Total: €605.00 + €90.75 = €695.75, no later than 14 calendar days after the end of the Services.
- If the end of the Services were due to force majeure or to Carlos Morales Martínez being unable to give the Sessions, the Client would receive €605.00.

Example 11. A Purchase made before this version

A Client bought the Beginner Level on Saturday, October 10, 2026, for €968.00, under the policy of October 6, 2026. That policy refunded the Sessions not given at their Price Paid per Session until 21 days after the first Session Given. The Client did not request Early Start, and their first Session was on Tuesday, October 27. On November 5, with 3 Sessions Given, they end the Purchase.

- Under their original terms (the 21-day time limit runs until November 17): 5 × €121.00 = €605.00.
- Under this Policy: €968.00 − 3 × €151.25 = €514.25. Since the Purchase was made before October 29, 2026, the price in the table in clause 8.3 is used.
- They receive the highest amount: €605.00.
- If they had not ended the Purchase, the six-month validity of their original policy would not affect them either: under this Policy, their Purchase no longer expires.

Annex. Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

- To Quant Solvings, S.L., calle Antonio Larrazábal 12, apartamento 307, 28043 Madrid (Spain), email c.morales@quantsolvings.com, phone +34 617 467 322:

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service:
- Ordered on:
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only if this form is submitted on paper):
- Date:

(*) Delete as appropriate.

You can also withdraw in the client portal (portal.quantsolvings.com) with the "Withdraw from contract here" function, available throughout the withdrawal period.