

# ChinaGrad

## Terms of Service

chinagrad.co.uk · leon@chinagrad.co.uk

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These Terms of Service govern your use of ChinaGrad's services, website, and digital tools. By booking a service, making a payment, or accessing any ChinaGrad resource, you agree to be bound by these Terms. ChinaGrad is a UK-based consultancy helping British graduates apply for postgraduate degrees at Chinese universities.

### 1. Our Services

ChinaGrad provides consultancy and advisory services to UK graduates seeking to study for postgraduate degrees at Chinese universities. Our services include:

- Application guidance and support across four service tiers (Tier 1 to Tier 4)
- Document review — personal statement and CV analysis by AI and human reviewer
- CSC scholarship guidance and preparation services
- Access to interactive digital guides and AI-powered tools
- One-to-one consultations, mock interviews, and strategy calls with the ChinaGrad founder

ChinaGrad acts as a consultancy only. We do not submit applications on your behalf, guarantee admission to any university, or guarantee the award of any scholarship. All applications are submitted by the student directly to the relevant institution.

### 2. Eligibility

Our services are available to individuals who are at least 18 years of age and are UK residents or UK university graduates. By purchasing a service you confirm that you meet these criteria.

### 3. Discovery Consultation Credit

The £100 Discovery Consultation fee is fully credited against the cost of any Tier 2 or above application service, or any CSC programme, if you purchase within 60 days of your consultation. The credit is non-transferable, cannot be applied to Tier 1, and cannot be combined with other promotions.

### 4. The ChinaGrad Reapplication Promise

The Reapplication Promise applies to Tier 2 and above clients only. If you are unsuccessful in obtaining a university offer, we will support your reapplication for the following intake at no additional cost, subject to the following conditions:

- You followed the ChinaGrad process and submitted the documents we reviewed
- You applied to a minimum of two universities
- You did not withdraw your application voluntarily
- You contact us within 30 days of receiving your final rejection notification
- You engage with the reapplication process within the timeframe we specify

The Reapplication Promise covers one additional application cycle only. It does not apply where rejection was caused by factors outside our control, including inaccurate information provided by the client, missed deadlines caused by the client, or changes to university admission requirements.

## 5. Payment Terms

Payment is due at the time of booking unless an instalment plan has been agreed. All prices are stated in pounds sterling. Payment is processed through PayPal. ChinaGrad does not store payment card information. Failure to make an instalment payment on time may result in suspension of your service access.

## 6. Refund Policy

- Discovery Consultation — non-refundable once the consultation has taken place. Cancellations with more than 48 hours notice receive a full refund.
- Tier 1 — The Essentials — non-refundable once guide access has been provided.
- Tier 2 — The Supported Route — 50% refund available if requested within 7 days of purchase and before document review has commenced.
- Tier 3 — Full Preparation — 50% refund available if requested within 7 days of purchase and before any document review or consultation has taken place.
- CSC Guided and Supported Programmes — 50% refund available if requested within 7 days of purchase and before document review has commenced.

No refunds are available once document review has begun, once digital resources have been accessed, or once a consultation has taken place. Refund requests must be submitted in writing to [leon@chinagrad.co.uk](mailto:leon@chinagrad.co.uk).

## 7. Our Obligations

ChinaGrad will provide services described in your chosen tier with reasonable skill and care, maintain the confidentiality of information you share with us, respond to support queries within 48 hours on business days, and keep your personal data secure in accordance with our Privacy Policy.

## 8. Your Obligations

You agree to provide accurate and truthful information about your academic background, not share access credentials to any ChinaGrad digital tool with any third party, not reproduce or distribute any ChinaGrad content, anonymise personal identifiers before submitting documents through our AI tools, and engage with the service in good faith.

## 9. Intellectual Property

All ChinaGrad content — guides, tools, templates, and materials — is protected by copyright. Your purchase grants a personal, non-transferable licence to use these materials for your own application only. You may not share, reproduce, sell, or distribute any ChinaGrad materials.

## 10. AI-Assisted Services

ChinaGrad uses AI tools to assist in document analysis, scholarship matching, and profile assessment. AI outputs are reviewed by the ChinaGrad founder and, where applicable, a senior UK educator before being shared with clients. Text submitted through our tools is processed by Anthropic's Claude API and is not used to train AI models. Do not submit sensitive personal identifiers such as passport numbers or financial details through our digital tools.

## **11. Limitation of Liability**

ChinaGrad provides guidance only and does not guarantee any specific outcome. University and scholarship decisions are made entirely by the relevant institutions. To the maximum extent permitted by applicable law, ChinaGrad's total liability for any claim shall not exceed the amount you paid for the specific service giving rise to the claim. ChinaGrad shall not be liable for indirect, consequential, or incidental loss.

## **12. Governing Law**

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the jurisdiction of the courts of England and Wales, without prejudice to your statutory rights as a consumer.

## **13. Changes to These Terms**

ChinaGrad may update these Terms at any time. Updated Terms will be published at [chinagrad.co.uk](http://chinagrad.co.uk) with a revised date. Continued use of our services after updates constitutes acceptance of the revised Terms.

## **14. Contact**

For questions about these Terms: [leon@chinagrad.co.uk](mailto:leon@chinagrad.co.uk) · [chinagrad.co.uk](http://chinagrad.co.uk)