

FastMath Ace the Case Refund Policy — April 2019

To allow people to test *FASTMATH* materials in a risk-free manner, I have offered a very liberal refund policy — a policy I first put in place when I launched the course, as it was a new product with which people weren't familiar. *FASTMATH* has a distinct teaching style that may not be for everybody. If you buy the course and decide *FASTMATH* doesn't suit your learning style — and request a refund within 30 days — I will provide a refund.

Unfortunately, numerous people have abused this refund policy and signed up for the course with the intention of receiving a refund (i.e., with the intention of *not* paying for it), and have consumed a substantial amount of the course materials before demanding a refund. This is dishonest behavior, and clear abuse of the refund policy.

At this point, *FASTMATH* is no longer an unknown product. I have taught workshops at Harvard Business School, Wharton, London Business School, INSEAD, MIT, and Columbia, and students there found the material useful. Furthermore, thousands of students from around the world have enrolled in the *FASTMATH* Online Course and also found the material very useful.

There are also other reasons customers should feel safe enrolling in the *FASTMATH* Online Course without relying on a liberal refund policy. I provide detailed descriptions of the course materials, and numerous examples of the types of problems covered in the course (practice problems, videos, etc.). There is also a *FASTMATH* Quant Assessment Quiz, which you can use to determine whether you would benefit from this course. If you can solve all the problems in the Quant Assessment Quiz quickly and easily, you probably won't benefit from this course. I provide ample material so you should not be surprised about what is covered in the course, nor concerned about whether you can benefit from the course when you enroll.

As a result, to prevent people from purchasing the course with the intention of requesting a refund — i.e., abusing the refund policy — I am slightly changing the procedure for refunds. If you consume more than 40% of the lessons in the course, that's a sign to me that you *have* found the material useful, and refunds will be at my discretion. While 40% might seem low, there are a number of introductory lessons, items available for preview, as well as supplementary material (e.g., PST materials); therefore, viewing 40% of the lessons will provide a lot of content.

I still want to have a liberal refund policy for those who purchase the course in good faith. If you register for the course and, after a few lessons, decide the course isn't a good fit for your learning style — or even that you didn't have time to study the course materials — I will happily grant a refund within the first 30 days, provided you are not abusing the policy and haven't consumed a substantial amount of the course materials. If you access a substantial amount of the course materials and then request a refund, then I will review your request more closely.

If you find that you know the material in the first few lessons, I would encourage you to jump to the lessons on compound growth or some of the quant case problems. If, after a few of these quant case problems, you still find the course isn't right for you, then request a refund, and I'll grant it without any questions. Along with your refund request, please indicate specifically what you were expecting the course to provide that it did not provide, and why you were unhappy with the course materials.

Again, this won't affect people who act in good faith — just be aware of how much of the course you consume before you request a refund.

Regards,
Matthew Tambiah