



The On Track Guarantee

Score a 3 or higher on the AP Physics 1 exam — or get 100% of your subscription fees back.

We built Physics On Track around one belief: a student who genuinely does the work — watches the lessons, checks their understanding, practices the real AP problem types, shows up for the live sessions their plan includes, and takes a full mock exam — will pass.

We believe it so strongly that we put our money behind it. Here's the deal, in plain English:

- **Complete the full program checklist** — every lesson, problem-solving, and solution video; every Concept Check, AP Practice set, and Unit Mastery Check at 80% or higher (unlimited retakes); and the full-length mock exam at least one week before exam day. On the Guided and Personalized plans, that also means attending at least 90% of your live sessions.
- **Sit the official AP Physics 1 exam** in the covered May administration.
- **If you score a 1 or a 2**, we refund 100% of your subscription fees — or, if you prefer, we'll give you free access through the next exam cycle plus four hours of free 1:1 sessions with Tittu to get you across the line.

No freelance tutor can offer this. They can't track your practice, they can't verify your preparation, and they can't afford to stand behind an outcome. We can — because the program is built so that finishing it means you're ready. Your guarantee checklist lives right on your student dashboard, so you always know exactly where you stand.

Full terms below — no surprises, no gotchas hiding in the fine print.

The On Track Guarantee: Terms & Conditions

Version v1.0 • Effective date: 08/17/2026 • Applies to the May 2027 AP® Physics 1 exam administration and each subsequent May administration under the dates published for that cycle. AP® is a trademark registered by the College Board, which is not affiliated with, and does not endorse, Physics On Track.

This document is published at a permanent address and is never edited after publication. If these terms change for a future exam cycle, a new version is published at a new address; the version in effect on your enrollment date governs your cycle.

1. The Promise

If an eligible student completes the Guarantee Checklist (Section 3), sits the official AP Physics 1 exam in the covered administration, and receives an official College Board score of 1 or 2, Physics On Track will provide one of the remedies described in Section 5.

2. Who Is Eligible

All of the following criteria must be satisfied to be eligible:

1. The student holds an active, paid Physics On Track subscription (Foundation, Guided, or Personalized) that began on or before **the last day of February of the exam year**, and remains continuously enrolled and paid through the date of the AP Physics 1 exam.
2. The student is registered for, and sits, the official AP Physics 1 exam in the covered May administration.
3. This is the student's first AP Physics 1 administration while enrolled at Physics On Track. One guarantee claim per student, lifetime. The guarantee is non-transferable.
4. The student's account with Physics On Track is in good standing: no chargebacks, no past-due payments, no account sharing. Each account covers exactly one student.

3. The Guarantee Checklist

All of the following must be completed by the enrolled student before the date of the applicable AP Physics 1 exam, except where an earlier deadline or a plan-specific scope is stated:

1. **Lesson videos:** every lesson video in all eight units, watched to completion.
2. **Concept Checks:** every Concept Check completed with a score of 80% or higher. Retakes are unlimited; only the best score counts.
3. **Problem-Solving Videos:** every Problem-Solving Video, watched to completion.
4. **AP Practice sets:** every AP Practice question set completed with a score of 80% or higher (unlimited retakes; only the best score counts).
5. **Unit Mastery Checks:** all eight completed with a score of 80% or higher (unlimited retakes; only the best score counts), and every solution video watched to completion.
6. **Final mock exam:** the full-length mock exam completed and submitted no later than 7 days before the official AP Physics 1 exam date. There is no minimum score on the mock exam — it is your final practice run, and your mock score never affects the guarantee.
7. **Live sessions (Guided plan only):** attend at least 90% of the live weekly group workshops made available to you during your enrollment. Sessions canceled or rescheduled by Physics On Track are not counted in the total.
8. **Live sessions (Personalized plan only):** attend at least 90% of your scheduled weekly 1:1 sessions. A session you reschedule in advance counts as attended; any session canceled or rescheduled by Physics On Track is not counted against you.

What “watched to completion” means. A video counts as watched to completion when the platform's video viewing records show that the student has viewed at least 90% of its runtime, in one sitting or across several. Rewatching, pausing, and skipping back to review never count against you. **Please note:** the dashboard may show a checkmark on a video as soon as it is opened — a checkmark alone does not satisfy this requirement. Video completion is measured by the viewing records, which show how much of each video was actually watched.

Records of completion. For Concept Checks, AP Practice sets, Unit Mastery Checks, the mock exam, and live-session attendance, the Guarantee Checklist on the student dashboard is the record of

completion. For video items, the platform's video viewing records are the record of completion, as described above. You may email info@physicsontrack.com at any time to request written confirmation of your video completion status, and we will provide it. Students are responsible for confirming that every checklist item — including video completion, by requesting confirmation if in doubt — is complete by April 30 of the exam year; anything short at that point can still be finished before exam day. Completion and attendance disputes are resolved using platform activity records, video viewing records, and attendance records.

If Physics On Track publishes additional required activities for a future exam cycle, they will be labeled on the dashboard checklist at least 90 days before that cycle's exam date. Activities added later cannot be required for that cycle.

4. How to Claim

1. Email info@physicsontrack.com within **30 days of the College Board's official score release** for the covered administration with your request for one of the remedies (from Section 5).
2. Attach the downloadable PDF score report from your College Board account (AP Scores for Students), showing your full name and complete AP score history, including the AP Physics 1 score. This is the free copy you can download for your own records — it does *not* use your one free College Board score send, and there is no fee. A cropped screenshot of a single score line will not be accepted.
3. Include the student's full name and the account email, and add this signed line: *"I certify that this is my authentic, unaltered score report. I understand that altering an official score document to obtain a refund is fraud."*
4. Physics On Track reviews every claim for authenticity before issuing a refund, and will verify checklist completion against platform activity records, video viewing records, and attendance records. If Physics On Track, in its sole discretion, determines that a claim is not authentic or a student is not eligible, the student will not receive any remedies hereunder.
5. For students under 18, the parent or legal guardian who holds the payment method must submit the claim and will receive any refund.

5. The Remedy — Your Choice

Option A — Full refund. 100% of subscription fees paid for the covered exam cycle (from enrollment through the exam month), refunded to the original payment method within 14 days of claim approval. This applies identically to every plan — Foundation, Guided, and Personalized are all refunded in full.

Add-on 1:1 sessions are covered. Separately purchased 1:1 sessions that the student attended are refunded along with subscription fees, up to a pooled total of one hour (two 30-minute sessions) per month of paid subscription during the covered cycle — for example, six months of paid subscription makes up to six hours of attended 1:1 time refundable, regardless of when during enrollment those sessions were taken. This applies identically to all plans.

- Sessions purchased but never scheduled are always refundable at any time, guarantee claim or not.
- No-shows and late cancellations are not refundable.

- The weekly 1:1 sessions included in the Personalized plan are part of the subscription and are refunded in full as subscription fees — the hourly pool applies only to separately purchased add-on sessions.

Option B — The Retake Package. Instead of a refund: free full access through the next May administration, plus four hours of complimentary 1:1 sessions with Tittu, scheduled between score release and the next exam. The Retake Package does not carry a second guarantee claim.

6. What Voids the Guarantee

- Cancelling, pausing, or lapsing the subscription before the exam date.
- Not sitting the exam in the covered administration, for any reason. (If the College Board cancels or the student cannot sit the exam due to a valid and documented medical emergency, the guarantee rolls forward to the next administration instead of being voided.)
- Account sharing, completion of activities or attendance at sessions by anyone other than the enrolled student, or any manipulation of progress, viewing, or attendance records.
- A chargeback filed at any time (a chargeback is itself a refund demand and replaces this process).
- Claims submitted after the 30-day window, or that are incomplete (e.g., without the downloadable PDF score report), or with an altered score document.

7. General

- A score of 3, 4, or 5 is a passing score for purposes of this guarantee. The guarantee does not promise any specific score above a 3, college credit, or college placement.
- This guarantee is Physics On Track's entire obligation regarding exam outcomes; the maximum amount payable under it is the refund described in Section 5.
- Physics On Track may update these terms for future exam cycles. The terms in effect on a student's enrollment date govern that student's cycle — changes are never applied retroactively.
- Questions before enrolling? Email **info@physicsontrack.com** — we would rather explain everything up front.