

## Refund Policy & Procedure

### Refund Policy

Refund requests must be submitted in writing. They are considered on a case-by-case basis. The final decision is made by the Director of Operations.

### Eligibility Criteria

Current, active student i.e., Canvas access has not expired or been suspended.

The refund request is for monies paid within one year of the request.

### Exclusions

The \$200 application fee is non-refundable.

No refunds are allowed for any course that was accessed in Canvas (even if it was accessed one time).

### Associated Fees

A \$50 processing fee will be deducted from any refund payment issued. If more than one refund payment is required, a \$50 processing fee will apply to each one.

The cost of any hard copy manuals that were shipped (plus the shipping costs) will be deducted from any refund payment issued. Return of manuals is not allowed.

### Refund Payments

Refund payments will be made in accordance to how the monies were received. If the monies were received by credit card, the refund payment will be applied to that same credit card. If the monies were received by check, the refund payment will be made by check. The refund check will be payable to the Payer of check that is subject to refund.

### Refund Procedure

- Complete the [Student Change Request Form](#).
- Allow 5 business days for a response to your request.