

In order to maintain a consistent business practice for student refunds, we have established this refund policy and will make it available to prospective students prior to enrollment.

**HVACR Procedure****Procedure V. Administrative/Operations  
Refunds**

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6/8/10, 3/14/13, 5/6/13, 1/25/18

Student enrollments are paid through a number of avenues. HVACRedu.net will work with the purchasing party for that student's enrollment. If the purchase was through an employer or through one of our partners, we will work with the paying individual who will communicate with the student. Employers and Partners will also be held to this policy. We will work with the student if the student purchased the course or program directly through HVACRedu.net. Refund requests should be emailed to [orders@hvacredu.net](mailto:orders@hvacredu.net).

**Definitions:**

**Course** – an individual course or module as listed in the Master Catalog.

**Program** – a group or list of courses included in the price of the program, outlined in the Master Catalog.

**Cancelled Enrollment:**

If there was an error in enrollment, or if the student cancels enrollment within 72 hours after enrollment, and if no books were shipped, and if the student never accessed the course, then the refund will be 100%.

If there was an error in enrollment, or if the student cancels enrollment after books were shipped, but the student never accessed the course, the refund will be 100% of the enrollment price of the course or program less all the sending and returning shipping charges for the books and a \$50 administrative fee. The \$50 administrative fee will be waived if the student enrolls in a different course.

**Withdrawal after start of a COURSE:**

A student may request a refund after withdrawal from a COURSE he has started. Refunds will be issued as follows:

If the student accessed the course and notified us of the choice to withdraw any time during the first seven days or within the first module of the course, and if the student did not attempt an exam, then the refund will be 100% of the purchase price minus any textbook price, shipping charges, and a \$125 administrative fee.

If the student notifies us of the choice to withdraw and requests a refund after attempting an exam or after the first 7 days of a course, there will be no refund given.

**Cancellation of a course:**

A reasonable agreement shall be made with individual students if, for any circumstances beyond the control of the student, the course is canceled at any time before the course is completed.

**Withdrawal after start of a PROGRAM:**

A student may request a refund after withdrawal from a PROGRAM he has started. Refunds will be issued as follows:

If the student who is enrolled in a PROGRAM accessed the first course and notified us of the choice to withdraw any time during the first seven days or first module of the course, and if the student accessed the course but did not attempt an exam, then the refund will be 100% of the purchase price minus any textbook price, shipping charges, and a \$125 administrative fee.

If the student enrolled in a PROGRAM withdraws and requests a refund after attempting an exam or after the first seven days of a course, then the refund will be calculated as shown below:

HVACRedu.net will keep a \$125 administrative fee, plus the amount equal to the full retail price (as shown in the campus store) of each COURSE the student has consumed in their PROGRAM only through the first and second course in a program. Once the student accesses the third course in the program, there will be no program refund.

**Apprenticeship Program** withdrawal and credit.

**If the Apprentice paid - Withdrawal after start of a Program:**

A student may request a refund after withdrawal from a PROGRAM. Refunds will be issued as follows:

If the student notifies us of the choice to withdraw and requests a refund during the first seven days or within the first module of the program, and if the student **did not** attempt an exam, then the refund will be 100% of the purchase price minus a \$125 administrative fee.

If the student notifies us of the choice to withdraw and requests a refund after attempting an exam or after the first seven days of a program, then HVACRedu.net will keep a \$125 administrative fee, plus the amount equal to the pro-rated percent of the program the student has consumed only through the first month in a program.

Upon the first day of the second month in the program, there will be no program refund.

**If the Employer paid – Withdrawal after start of an Program:**

When a student withdraws from an apprenticeship program that the employer paid, any unused portion of the program can be re-assigned to another employee from the same company. We will calculate price for the remaining portion of the program and invoice the employer.

**Other:**

Refunds will be mailed within two weeks after the refund request has been approved.

**Students requesting a refund should email** [orders@hvacredu.net](mailto:orders@hvacredu.net).

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**Notes:**

3/14/13 Update. This policy update replaces the previous Customer Refunds and Credits Policy and Procedure. Addition of the Apprenticeship Program withdrawal and credit information.

5/6/13 Update to clarify refunds for courses and programs separately.

1/25/18 Updates align with Program and Apprentice Student Handbooks.