



WEBSITE REFUND POLICY

In the interest of keeping you awake while you read this policy, we will attempt to spare you the boring language typically used in a refund policy statement.

This policy applies to all online courses, classroom courses, pre-registrations, and any other training product we offer by extension through:

- www.mypipelinetraining.org
- <https://vtes.digitalchalk.com>
- www.velocitytrained.com
- www.pipelinecourses.com
- www.1169certified.com

But DOES NOT apply our safety courses offered at <http://vtes.otsystems.net> which has a separate refund policy in place.

Online Course Refunds

Due to the natural nature online course access, we only offer refunds (administrative fee applies) in the event of extreme extenuating circumstances for our online training offerings. Extenuating circumstances are limited to Acts of Nature (natural occurrences out of your control that prevent you from completing your training). In this instance, we will place a hold on your training and allow you to resume when you are ready for a \$25.00 administrative fee.

We DO NOT offer refunds if you neglect to attend your training course(s) for reasons of working, vacation, forgetfulness, or lack of motivation on your part. If you wish to have access to the training after your course expires, we will allow you to enroll into a VTES™ training course of the same type for a 50% off discount at our published PUBLIC rate (this applies to changing access length options, as well).

Classroom Course Refunds

Once you file/send a registration form for one of our scheduled classroom offerings, we will adjust our chosen venue to fill your seat and charge your payment method provided within 48 hours.

For this reason, we have the following terms that apply to our classroom courses:

- If we cancel your registration for a classroom location, you will receive either a 100% refund of your registration fee within 4 business days OR you can choose to simply switch class locations to one of our confirmed venues. Obviously, no fee will apply in transfers caused by our cancellation of a class location.
- **All cancellation requests MUST be made in writing (for boring recordkeeping reasons) to training@velocitytrained.com.**
- If you request a cancellation more than thirty days (>30 days) from the date of the published class start for which you filed your intent on attending, we will refund your fee less a 20% administration charge. If we have sent you the pre-class study material packet, your fee will be refunded less a 50% material access charge. You can also change your registration to a 60 day online course as an equal trade in enrollment to avoid this administrative fee.
- If you request a cancellation between fifteen and thirty days (15-30 days) from the date of the published class start for which you filed your intent on attending, we will refund your fee less a 25% administration charge if we have not sent you the pre-class study material packet prior to your request being received. If we have sent you the pre-class study



material packet, your fee will be refunded less a 50% material access charge. You can also change your registration to a 30 day online course as an equal trade in enrollment to avoid this administrative fee.

- If you request a cancellation between five and fourteen days (5-14 days) from the date of the published class start for which you filed your intent on attending, we will refund your fee less a 50% administration charge regardless of whether we have not sent you the pre-class study material packet prior to your request being received or not. You can also change your registration to a 30 day online course as an equal trade in enrollment to avoid this administrative fee.
- If you request a cancellation less than five days (5 days) from the date of the published class start, you will not receive a refund of registration fees but can trade your enrollment to a 7 day online course with no change in classroom fee.
- No shows without notification (timeline applies above) will not be entitled to a refund of registration fees or be permitted to trade their registration to an online program.

This policy was last modified on 1 October 2017 at 2:58pm CST.

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Thank you,

The Velocity Training Team