



dr. cassie

Cancellation and Refund Policy

Learner-Initiated Cancellations:

- Learners may request a refund if they cancel enrollment prior to starting the course. Refunds are automated on our website for ease and convenience.
- Once a learner begins the course by signing the disclosure, copyright, and cancellation agreements, no refunds will be issued, as access to course materials will have been granted.
 - a. *At times, Dr. Cassie LLC may offer special promotional refund terms, such as a satisfaction guarantee for the first 30 minutes or first three modules of a course.*
 - b. *When offered, those promotional terms will be clearly stated on the specific course sales or registration page and will apply only to that promotion or course offering.*

Provider-Initiated Cancellations:

- If the course or any part of an internet-dependent activity becomes inaccessible or is removed after a learner has enrolled but before completion of the course:
 - Learners are eligible for a refund of the unused portion of the course fee.
 - We will first attempt to resolve the issue or offer an equivalent course to ensure the learner can complete their training.
- No refunds will be issued for completed portions of the course or if a course section becomes inaccessible after the learner has completed the course.

Refund Timeline:

- All refunds for cancellations initiated by the provider or learner will be processed within 30 days of the cancellation request or determination of inaccessibility.

90-Day Refund Window:

- For provider-initiated cancellations, we will work with learners for up to 90 days to resolve access issues before processing refunds. This ensures that all solutions are explored before issuing refunds.

Learner Acknowledgement: By signing below, I acknowledge that I have read, understood, and accepted the terms of the Cancellation and Refund Policy as outlined above.

Signature: _____

Date: _____

Printed Name: _____



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