

## **Notice, General Policies: Refunds, Transfers, Cancellations (Revised 08/01/2024)**

**Disclaimer- Eligibility Notice** By purchasing or attending a PICC Resource Associates, LLC continuing education program (referred to as "program" within the remainder of this document), the buyer and/or attendee agree to the following statements: It is the responsibility of the program buyer or attendee to ensure that program content is within an buyer or attendee's clinical scope of practice for the buyer or attendee's profession prior to sign up or registration for a program.

PICC Resource Associates, LLC are not responsible for ensuring that a program or any content contained within a PICC Resource Associates, LLC programs fits or is within a buyer and/or attendee's professional clinical scope of practice. PICC Resource Associates, LLC employees, officers, instructors/ educators, clinical consultants, and or independent contractors will not be held liable if a buyer or attendee does not ensure that a program's content is within the buyer or attendee's professional clinical scope of practice.

### **Refund, Exchanges, Returns, and Cancellation Policies:**

**Workshops (includes live in-person classes and skills lab classes, and clinical practicums):** Refunds may be issued for these programs cancelled by customers if the cancellation request has been verified by PICC Resource Associates, LLC as received in writing via email, fax, or regular mail by 5:00 pm Eastern Standard Time according to the following conditions:

1. A workshop program refund request must be in writing (email: customer\_support@piccresource.com, fax: (844) 676-6540, or regular mail: 865 River Rd, Suite 201, Shelton, CT 06484), and received by PICC Resource Associates, LLC 10 days or more prior to the start of the scheduled program.
2. If the request refund is received as described in the previous paragraph 1., a refund will be issued to the payor for the program by PICC Resource Associates, LLC. If a debit or credit card was used for payment for the program, a processing fee may be deducted from the payor/customer's total refund if PICC Resource Associates paid a processing fee to accept the payment. Current debit or credit card processing charged to PICC Resource Associates, LLC is 2.9%. Only actual charges paid by PICC Resource Associates apply to these charges, and no more than 3% will be deducted from a payment refund.
3. No refunds will be issued for any workshop program as described in this section for customers or registrants that do not provide written notification as described in paragraph 1. of this section. This includes customer "no shows" for workshop dates.
4. No refunds will be issue for a request or cancellation of a workshop program as described in this section for customers or registrants that have been issued a certificate of completion for a prerequisite online class taken as part of a workshop program.
5. A \$50.00 processing fee will be charged to the program registrant or other purchaser as applicable for any checks received with insufficient funds.

**Transfers:** Registrants to a workshop program may transfer their registration to another participant (subject to program guidelines). Registrants may be granted a one-time transfer to the same class or comparable program on a new date. The date of the transferred program will be at the discretion of PICC Resource Associates, LLC. Requests for transfer to a new class date for a program must be received in writing (by email, fax, or regular mail) no later than 10 days prior to the original registration's program date.

1. **Transfer timing exception:** Registrants may be granted a one-time transfer if PICC Resource Associates, LLC is notified in writing in less than 10 days prior to a scheduled program if the registrant has become too ill to attend the program (example positive for COVID-19), had an accident, or emergency. Granting a transfer to the same or comparable class on a new date, and the date of the transferred class will at the discretion of PICC Resource Associates, LLC.

**Cancellations By PICC Resource Associates, LLC-** A workshop program may be cancelled by PICC Resource Associates, LLC when unable to sufficiently fill class attendance. We reserve the right to cancel any workshop program if sufficient registrations have not been received within 10 days of a scheduled in-person class, workshop, or lab practicum.

Cancellations not due to an emergency are rare. Registrants for a cancelled program will be notified within 10 days prior to the program start date and will be offered a choice of either attendance to a rescheduled class date, transfer to a comparable class suggested by us, or a full refund of the program registration fee. In the rare event that an emergency occurs at less than 10 days prior to a program start date, the same process will be followed as soon as a cancellation is scheduled.

If PICC Resource Associates, LLC rejects or denies an application for the Phlebotomy Certification Program; a refund will be issued to the applicant for this program in the amount of total fee paid minus a \$50.00 fee charged for application processing.

**Online Classes and Programs** - No refunds or exchanges will be given once a program application has been accepted by PICC Resource Associates, LLC, and the online/digital program has been used by the payor/customer.

**Online Class Enrollment Extensions:** The enrollment period for all of our online classes is one full year. The full year allows registrants ample time to re-access short term and moderate term online programs long after course completion. Extensions may be granted with full payment for the class for an additional one year registration term.