

DROPS & REFUNDS OVERVIEW

Policy and procedure for drops and refunds vary based on product type and payment method. Below you'll find details for each scenario, so that you can assist your student as promptly as possible.

FUNDAMENTALS COURSES - 6-WEEK ACCESS TERM

Policy – Enrollments can be dropped and refunded if the start date is within the last six months and the student has not completed their course. If your student paid online, their credit card will be refunded in 3-7 business days.

If the credit card payment took place more than 60 days before you request the drop, a refund check will be mailed to the student. If the student paid your institution directly, it will be up to your institution to provide the refund to the student.

Procedure – Enrollments with a **“Verified” and “Partner Collected” or “V”** status can be dropped in the [Online Administration Center](#) under Tracking>Manage and Enroll Students>Select enrollments>Drop. Enrollments with a **“Verified” and “ed2go Collected” or “O”** status can be dropped in the [Online Administration Center](#) under the Tracking>Drop/Transfer Request Form. After you submit your request, please allow 24 business hours for the drop to be processed by our accounting department, at which time they will email you. There's no need to request a drop for an unverified student. We will only invoice verified enrollments.

Bundles - Drops are allowed within six months of the original start date of the first course and the student did not complete any of the courses within the bundle.

SELF - PACED TUTORIALS

Policy - Enrollments can be dropped and refunded if the start date is within the last six months and the student has not completed their course. If your student paid online, their credit card will be refunded in 3-7 business days.

If the credit card payment took place more than 60 days before you request the drop, a refund check will be mailed to the student. If the student paid your institution directly, it will be up to your institution to provide the refund to the student.

Procedure - From your [Online Administration Center](#) please use the Drop/Transfer Request Form located under the Tracking tab. After you submit your request, please allow 24 business hours for the drop to be processed by our accounting department, at which time they will email you a confirmation. There's no need to request a drop for an unverified student. We will invoice only verified

enrollments.

ADVANCED CAREER TRAINING PROGRAMS 3 - 18 MONTH ACCESS TERM

Policy - The following policy is listed in our Student Agreement. All students enrolled in Advanced Career Training Programs are required to sign the Student Enrollment Agreement before program access is granted.

For refunds requested within ten (10) calendar days commencing on the date listed as the Start Date in the ed2go Student Center, one hundred percent (100%) of the tuition amount shall be refunded, provided no more than fifty percent (50%) of the program has been completed and all course materials are returned in as-new condition to ed2go at the Student's expense. Such materials must be received within ten (10) days of the date of Materials Return Instructions sent by ed2go to the Student by email notification. The cost of materials not received or those that cannot be returned (such as software, memberships, exam vouchers, or exam sponsorship) shall not be refunded to the Student. Refunds shall be paid to the Student or loan forgiveness shall be granted within thirty (30) days following the deactivation date of the program.

No refunds shall be available after the ten (10) calendar days commencing on the Start Date listed in the ed2go Student Center, unless written justification is received from the Student within the original access period of the Student's program, not including extensions, transfers or holds processed, and complaints are found to be valid based on ed2go's investigation, including soliciting course provider and/or facilitator feedback, and partner school's review of the findings of the investigation.

Ed2go's refund policy shall be superseded by a partner school or third-party funding source's policy only if that policy is more stringent, such as one that does not allow for refunds or one that allows fewer days in which to request the refund. Consult the partner school or third-party funding source's policies and procedures for additional information.

Thanks!