



## What is your Refund Policy?

A full refund will be given prior to the official start of a course session. Students must contact the AIR Client Relationship Manager ([jkhlem@aircpr.com](mailto:jkhlem@aircpr.com)) to request a refund. Students will have a 10-day grace period after the initial date of purchase to notify the Client Relationship Manager if they wish to request a refund. Once it has been verified that the course was not started, the refund will be processed via PayPal minus the 5% transaction and handling fee.

Students will have a ten (10) day grace period after the official start of a course session (up to 10% of slide viewing) to notify the Client Relationship Manager if they wish to withdraw from the course and receive a store credit. These students will not receive a refund but will be eligible for enrollment in a different course within the next 6 months, at no additional charge.

Students who have completed a course in its entirety are not eligible for a refund nor a store credit.