

**REFUND POLICY**

**PowerPoint Training Materials**

No refunds or exchanges can be given to any purchased products that are downloaded or electronically sent from us to you, due to the fact that all materials were provided and the information contained could be copied, saved electronically, uploaded to a computer or the cloud.

**Live Training Services (Virtual and Onsite)**

Any amount due for services performed by Company above the deposit will be billed to Client and Client shall promptly pay. Upon settlement of funds due to Company, all Client provided materials will be returned to Client and all Client use rights in the work in process will be transferred to Client.

**Consulting Services**

Please refer to your Master Services Agreement (MSA)

**Outsourcing Services**

Please refer to your Outsourcing Business Operations Support Agreement

Last Revised: 8/1/2021