

# WITHDRAWAL & REFUND POLICY

## Withdrawal/Refund Policy

- If a student withdraws from a course prior to its start date, he/she will receive a full refund.
- Once the class has started, it is no longer possible to receive a full refund. This is because the district's edCenter and edPal has spent time and money in setting up the student's records, establishing their logins, and placing them in the appropriate course.
- It is possible for a student to withdraw from the course and receive a partial refund, provided she/he notifies edPal of the withdrawal/reimbursement request no later than **7 days** after the course start date.
- If the request has been accepted by both the district's edCenter and edPal, a refund will be sent to the payee for the amount paid minus a **\$25** (Administration Fee)
- For a six-week course, if the student withdraws from a course between the 7th and 14th day after the course start date, a **\$75** administration fee will be deducted from the refund. No refunds will be issued after the 14th day of a six-week class.
- For an eight-week course, if the student withdraws from a course between the 7th and 14th day, a **\$50** administration fee will be deducted from the refund. For withdrawals between the 15th and 21st day, a **\$90** administration fee will be deducted from the refund. There will be no refunds issued after 21st day of the course start date for an eight-week class.
- All withdrawal/refund requests must be sent in writing by email to support@edpal.com.