

## CET NETWORKING EDUCATION COMPANY POLICIES REGARDING CLASS PURCHASE

Effective: January 2008, Revised: October 2021

**All Cancellations or Transfers must be submitted IN WRITING via fax at (865) 932-9894 or email to [cetnetworking@cetweb.com](mailto:cetnetworking@cetweb.com). No phone requests will be honored. Study Material is non-refundable. Cancellation/Transfer fees are as follows:**

- If transfer or cancellation request is **more** than 30 days from the scheduled start date of the class, you will be assessed a 10% transfer/cancellation fee assessed on original invoice total. Fee is due when cancellation or transfer is requested.
- If transfer or cancellation request is **less** than 30 days, but still more than 15 business days prior to the scheduled start date of the class, you will be assessed a 25% transfer/cancellation fee assessed on original invoice total. Fee is due when cancellation of transfer is requested.
- Transfer or cancellation requested less than 15 business days prior to the scheduled start date of the class WILL NOT BE HONORED, and no credit will be given toward future classes.
- Substitute registrants are welcome and may be named at any time prior to class start date. Substitutions must be confirmed with a written request.

**Please note: Registrants who do not cancel in writing, and/or do not attend a scheduled course are considered “no shows” and are not eligible for refund, transfer, or credit.**

### **PAYMENT POLICY:**

All workbooks must be paid prior to shipment and, for your convenience, may be charged on Visa, MasterCard, American Express or Discover. We also accept company PO's; however, we must receive a **signed** copy prior to shipment of any materials. **All invoice charges are Net 30 from the date of invoice.** We accept both company and personal checks, (however they may be subject to a 14-day waiting period) and must be received *14-business days* prior to course start date. All payments are in US Funds.

### **GENERAL POLICY:**

**If CET must cancel a course for any reason, liability is limited to the paid registration fee**, and all transfer fees to an alternate course will be waived. CET is not responsible for non-refundable airline tickets, accommodation expenses, or any associated cancellation fees. The cost of shipping fees is non-refundable. Should it become necessary to refer an account for collections, registrant will also be responsible for any collection costs incurred. In the event the employer of any registrant refuses payment, the registrant shall be personally responsible for payment. All courses are offered subject to a minimum enrollment of 15 students. If courses do not meet the minimum enrollment, they may be cancelled, rescheduled, or converted to Virtual Instructor Led Training (VILT) at the discretion of CET. Every effort will be made to accommodate all student's original requested type and location for classes.

### **BICSI® MATERIALS (TDMM®/OTHER CLASS GUIDES) & EXAM POLICY:**

It is the sole responsibility of the student to arrange purchase of appropriate manual from BICSI which corresponds to class student is registered for. Design class will be TDMM® 13<sup>th</sup> or 14<sup>th</sup> edition, depending on class registered for. OSP, DCDC and other BICSI manuals corresponding to class are purchased directly from BICSI, never through CET. It is the sole responsibility of the student to arrange to take the BICSI exam. No BICSI fees are included in tuition costs. Please refer to [www.bicsi.org/rcdd](http://www.bicsi.org/rcdd) for information on what is required to apply for exam and when letters of reference, resume, fees, etc., are due to register for exam. Exams are typically proctored through Pearson Vue and may be in a virtual format. Admission to sit for the Exam is at the sole discretion of BICSI and in no way affects any fees paid to CET. Failure to apply and/or be approved by BICSI to sit for the exam does not result in refund of any tuition fees paid to CET.

### **“DO NOT CALL” POLICY**

It is the objective of CET Networking Education to not willingly or knowingly call, harass, or cause undue stress on any person(s) or companies contacted in the normal course of business. Every effort is made to limit CET Networking's solicitation to business-to-business calls and does not willingly or knowingly call any private residences. If a private residence is reached, that phone number will be placed on our “Do Not Call” list, (unless that phone number is for home office use and the customer has requested to remain on our call lists). It is included in our policy to secure a contact name to associate with any requested information. CET will honor any request to be placed on our DO NOT CALL list and will maintain that request for the required 10 years.