

# **Student Enrollment Agreement for Self-Directed Study and Cancellation and Refund Policies for Washington Prelicense Education**

## **Cancellation and Refunds**

OnlineEd may honor post-sale rebate requests for differences in product pricing due to promotions or coupons only if the request is made within 3 business days of purchase. OnlineEd will not honor rebate requests for any products after 3 business days of purchase and will not price-match any competitor's products after a purchase is completed.

The student may cancel enrollment by giving email notice to [School\\_Director@OnlineEd.com](mailto:School_Director@OnlineEd.com) with REFUND REQUEST in the email subject line, or by U.S. Mail to: OnlineEd, School Director's Office, 7405 SW Beveland, Portland, OR 97223. US Postmark shall constitute the date of delivery. Unless OnlineEd has discontinued the program of instruction, the student is financially obligated to OnlineEd according to the following:

## **24 Hour Preview**

Without a penalty, the student is granted 24 hours from enrollment to view the OnlineEd program. Student use or access of the provided account after 24 hours from enrollment will trigger "program commencement" thus nullifying the five calendar day cancellation clauses in this agreement. Costs incurred by OnlineEd for already shipped textbooks, calculators, and other promotional items are non-refundable and will be deducted from the refund amount.

## **Cancelation after 24 Hours**

If cancellation occurs after 24 hours of the date of enrollment, OnlineEd will withhold the following:

- \$35 Registration Fee per course in your course package
- \$25 Program Cancellation Fee.
- \$12 Materials Access Fee per accessed course

If the student withdraws from the program or is terminated by OnlineEd for violation of the Student Conduct Policy or nonpayment after completion of the first lesson quiz and before either completing 50% of the course or 30 days of the 180 days allotted for program completion, the student shall be entitled to a prorated refund of the tuition when the amount paid exceeds the charges owed OnlineEd by the student.

The term “prorated refund” means a refund of tuition paid for that portion of the program not completed by the student. The prorated tuition for which the student will be charged is determined by dividing the tuition paid or owed by the total number of course chapters, then multiplying by the number of chapters accessed.

### **Cancellation after 30 Days or 50% of Course Chapters**

If the student withdraws from the program or is terminated by OnlineEd for violation of the Student Conduct Policy or nonpayment after completing 50% of the course or 30 days from enrollment, whichever first occurs, the student shall be obligated for the tuition charged for the entire OnlineEd program and will not be entitled to any refund.

### **Refund of Bundled Items, Promotions, Textbooks, Surcharges, and Incentives**

When a refund is requested for a product that included any promotional or incentive item offered as part of a purchase the item must be returned, shipping prepaid, when the refund is requested and before the refund will be processed. Returned products must be unused, in new and resalable condition, and in the original packaging. The student is responsible for the cost of shipping a return back to OnlineEd. When an item is offered with free shipping, the actual cost of shipping the order will be deducted from the refund amount. Returned items from the student should include a tracking number from the shipper.

OnlineEd will not be held responsible for items lost or damaged in transit. It is the student’s responsibility to get the item back to OnlineEd. Items not returned in time to facilitate a timely refund will be processed without any credit for the item. If the student’s course or product was bundled with another course or product and the student completed the original offered course or bundled course or used the product, in whole or in part, then the current listed catalog price of the course or product shall be withheld from the refund. OnlineEd does not refund textbooks costs, surcharges, shipping charges, promotional items, or additional courses and items bundled with your original course. Please understand that OnlineEd has no outlet for reselling used goods.

### **Reinstatement**

If program access terminates because the program offering period of 180 days has expired, the student may petition for reactivation and inquire about extension options that may be offered. Reactivation or extension petitions should be by email to [school\\_director@onlineed.com](mailto:school_director@onlineed.com) or by telephone to (503) 670-9278. Extension charges or reenrollment fees will likely apply.

### **Student Conduct Policy**

Students are expected to show respect, courtesy, and consideration when visiting the school, communicating by phone or by Internet with instructional staff, customer service representatives, and technical support staff throughout the educational program. Appropriate behavior includes, but is not

limited to: conducting him/her self in a professional, legal, and cooperative manner that is not disruptive, harassing, intimidating, or dangerous. Deviation from these standards may result in disciplinary action.

## **Terms and Definitions**

### **Enrollment Date**

Date of Enrollment will be determined by either: (a) When enrollment occurs in the physical school setting or the office of an approved OnlineEd agent, the Enrollment Date will be the date the enrollment agreement is signed by the student and the OnlineEd agent, whichever is later, or (b) When enrollment occurs online the Enrollment Date will be the date the students purchases the program, by clicking the Purchase Button acknowledging the student has read, understands, and agrees to the legally binding Enrollment Agreement.

### **Disciplinary Action**

Warning notices are issued for failure to maintain the student conduct standard: The student will receive either a verbal or written (email, US mail, or fax) warning for not complying with school conduct policy. Failure to improve conduct may result in Suspension or Termination.

### **Suspension**

Suspension means that the student failed to comply with previous warning and is suspended for a specified period. Continuing with school/the program is contingent upon the student meeting the school's identified standards.

### **Termination**

Termination means that a student is permanently withdrawn from school. Although the school has established a process that includes a warning before termination, the school retains the authority, at its sole discretion, to impose immediate termination, when the school deems appropriate.

## **Confirmation**

I have read, understand, and agree to the terms of this Agreement and have been advised that if I have questions I may contact OnlineEd by email sent to [school\\_director@onlineed.com](mailto:school_director@onlineed.com) or by telephone to (503) 670-9278. I have read a copy of the course description or syllabus posted at the OnlineEd web site relating to this course package.

### **Confirmation of Age**

The law requires that anyone taking this course must be 18 years of age or older. By agreeing to this Enrollment and Terms of Service Agreement you are acknowledging under the penalties of perjury that you are 18 years of age or older.

I agree that my online acknowledgment and click-through of this agreement is legally binding.