

# **Student Enrollment Agreement for Self-Directed Study and Cancellation and Refund Policies For California Pre-License Education**

## **Completion and Assignment Timelines**

The real estate courses are designed to each take 45 hours to complete. The 45 hours are to be spent on reading and studying the text to ensure concept understanding, completion of chapter review exercise sets and reviews or support materials, completing practice exam questions and passing the course final examination. Some students, depending on prior education and experience, may require more time.

While the course may be completed at student's own pace, access to it will be terminated after 365 calendar days from enrollment, whether completed or not and without refund of any kind. Notwithstanding the aforementioned 365-day termination policy, there is no required progress with respect to proceeding with the course. This course is designed and administered as adult education and each student is solely responsible for their own progress.

## **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 three business days of purchase. OnlineEd will not honor rebate requests for any products after three 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:

### **48 Hour Preview**

Without a penalty, the student is granted 48 hours from enrollment to view the OnlineEd program. Student use or access of the provided account after 48 hours from enrollment will trigger “program commencement.” Costs incurred by OnlineEd for already shipped textbooks, calculators, and other promotional items are non-refundable and will be deducted from the refund amount.

## **Cancellation After 48 Hours**

If the student withdraws from the program or is terminated by OnlineEd for violations of the Student Conduct Policy or nonpayment, OnlineEd will charge

- a \$25.00 cancellation fee.
- a \$30.00 materials access fee per course.
- a registration fee of 15% of the sale price or \$50, whichever is less.

If the amount owed by student ever exceeds the total amount already paid, no additional charges will occur and no refund will be issued.

If a third party paid for your course, then the third party is the owner of your course and can terminate the course at any time and without our notice to or approval from you. We give refunds under this clause to the third party and not to you. In order to prevent this from happening, you should come to agreement with the third party as to how this situation will be handled.

## **Cancellation After 30 Days from Enrollment**

If the student withdraws from the program or is terminated by OnlineEd for violation of the Student Conduct Policy or nonpayment *after* 30 days from course enrollment, 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**

OnlineEd does not refund textbooks costs, surcharges, shipping charges, promotional items, or additional courses and items bundled with this course.

## **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.

Cheating may result in fines, suspension and license revocation or other penalties levied by the California Bureau of Real Estate (CalBRE). Because OnlineEd® does not wish to jeopardize its integrity, all cheating will be reported. *Cheating* is defined as allowing someone other than the student to complete any part of the course.

## **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 a student has 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.

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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 or to the Executive Director of the Oregon Higher Education Coordinating Commission, 255 Capitol Street NE, Third Floor, Salem, OR 97310 or by phone at (503) 974-5751. I have read a copy of the course description or syllabus posted at the OnlineEd Web site at <http://www.onlineed.com/>

**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. If enrollment was completed in person, this agreement must be signed by the student taking the course.