

Return and Payment Policies

Course Access Policy

Courses must be taken within six months of the registration date. After 6 months, access to the course(s) will expire. Students may purchase a 6 month extension for \$35.00.

General Returns Policy

Full Refund for unaltered products and online courses available within 30 days of purchase date.

If you are not completely satisfied with a Bert Rodgers Schools' product or course, please contact our Student Services Department within **30 days of the purchase date** to receive a full refund.

Refunds are **not** provided once a student has accessed a final examination for a purchased course.

Please contact Student Services with questions regarding our return/refund policy process.

Refunds are issued by original payment method.

Student Services Department
800-432-0320 press 4
or
email: info@bertrodgers.com

It may take as much as two weeks to receive your refund. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

For questions on a return, please contact our Accounting Department

email: apulone@bertrodgers.com

Items Returned and Refunds After 30 Days

We do not accept returns or provide refunds after 30 days. Extenuating circumstances may allow a partial refund to be received if you do choose to return the item(s). Please contact our Accounting Department for further information.

Accounting Office

email: apulone@bertrogers.com

Partial Refunds

Partial Refunds will be issued for the following items:

- Any item that has obvious signs of use.
- Any CD that has been opened/taken out of its plastic wrap. (If you discover that the item is defective after the package is opened, replacement will still be granted.)
- Any item not returned in the condition it was received.
- Any item returned more than 30 days after delivery.

Exchanges

Defective Item:

If you received a faulty item and need to exchange it for the same item, please contact our Student Services Department to request a replacement. Please note that it takes us 3 to 5 business days to process returns once they arrive at our Accounting Department.

Incorrect Item Shipped:

If you received the incorrect item and need to exchange it for the correct item, please contact our Student Services Department to request a replacement. Please note that it takes us 3 to 5 business days to process returns once they arrive at our Accounting Department.

Accounting Department

Bert Rodgers Schools

1855 Porter Lake Dr
Sarasota FL 34240

Payment Policy

Bert Rodgers Schools will not distribute courses or grade examinations without full payment.

Payment Methods We Accept

Bert Rodgers Schools accepts American Express, Discover, MasterCard, MasterCard Check Cards, Visa, Visa Check Cards, and checks, money orders, traveler's checks, or cashier's checks denominated in U.S. dollars and drawn on a U.S. bank.

We do not currently accept international wire transfers, PayPal, or Smart Cards.

5/2011