

## Fee Collection, Cancellation, Exchange, and Refund Policy and Procedure

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Implementation & Review:	
Superseded Document:	
Related Documents:	Complaints and Appeals Policy & Procedure

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

### 1.0 Purpose

The purpose of this policy is to provide clarity for StateFoodSafety employees, regulators, corporate clients, and users regarding how payments will be securely collected and user requests for cancellations, refunds, or exchanges will be either accepted or denied.

### 2.0 Scope

This document describes the policies and procedures regarding individual, bulk, and corporate payments, cancellations, exchanges, and refunds.

### 3.0 Definitions

Please refer to StateFoodSafety's controlled *Definitions* document for clarification on the following terms:

- *Appeal*
- *Cancellation*
- *Exchange*
- *Fee Collection*
- *Program*
- *Refund*
- *User*
- 

### 4.0 Policies

#### 4.1 Fee Collection

All payments must be received utilizing one of the following methods:

- Online store purchase
- Check payment

- Automated Clearing House (ACH) or Electronic Funds Transfer (EFT)

Cash payments are *not* permitted.

If you make a purchase on the website, you are warranting to us that you are legally authorized to use the credit or other payment card for the proposed transaction and that you fully understand this agreement. AboveTraining Inc. accepts no liability for any damages of any nature resulting from you using your credit card on the website.

### **1.1 Cancellations**

- Online payments are not processed by individual credit card issuers until 24 hours after the transaction is initiated. Within this 24-hour window, the user may request a cancellation of their purchase.
- A cancellation is only available for users who have not been issued a certificate.
- Cancellations are not available after the transaction has been processed. The user may choose to request a refund (see 4.5).

### **4.2 Exchanges**

Exchanges are possible in either of two circumstances:

1. User recognizes a purchasing error and makes an exchange request to customer support prior to receiving a certificate.
  - User will be required to pay any additional health department fees resulting from the exchange.
  - User will not need to pay an additional StateFoodSafety course fee.
2. User does not recognize a purchasing error until they have completed the assessment and printed their certificate.
  - User must contact customer support within 30 days of completing the incorrect assessment to receive an exchange.
  - User will be required to pay any additional health department fees resulting from the exchange.
  - User will not need to pay an additional StateFoodSafety course fee.

### **4.3 Refund Policy**

This website is provided by AboveTraining Inc. and its affiliates and subsidiaries (collectively, "AboveTraining Inc." and "we"). By using or making a purchase on AboveTraining Inc. website, you agree to the terms and conditions listed in this document (the Terms and Conditions). We may update or alter these Terms and Conditions at any time. If you have special needs or concerns, please contact the Customer Relations Department.

Refunds will be issued in the same form of payment, less charges for shipping and handling (on applicable purchases).

## **4.4 Refunds**

### **4.5.1 Online Products**

Within 30 days of purchase, and at its discretion, AboveTraining Inc., or any of its divisions or subsidiaries, (including, but not limited to: TrainingHarbor.com, CourtesyTraining Inc., StateFoodSafety, and ContractorHarbor.com) allow the return of any product purchased through an online storefront, or via telephone, as long as the course has not been initiated, certificate has not been issued, and reports have not been distributed to necessary parties.

All requests for refund are at the sole discretion of AboveTraining Inc. Any refunds approved by AboveTraining Inc. can take up to 72 business hours to reflect on customer bank statements.

### **4.5.2 Vouchers**

Vouchers are valid for assignment to a user for up to one year from purchase date. If a voucher has not been assigned within one year of purchase, the voucher will expire. Voucher purchases can be refunded within 30 days of purchase and at the discretion of AboveTraining Inc., or any of its divisions or subsidiaries, (including, but not limited to: TrainingHarbor.com, CourtesyTraining Inc., StateFoodSafety, and ContractorHarbor.com) allow the return of vouchers, as long as the course has not been initiated, certificate has not been issued, and reports have not been distributed to necessary parties.

All requests for refund are at the sole discretion of AboveTraining Inc. Any refunds approved by AboveTraining Inc. can take up to 72 business hours to reflect on customer bank statements.

### **4.5.3 Physical Products**

To request a refund or to cancel your order for a physical product, please contact the Customer Relations Department according to the guidelines below:

- To cancel your order before it ships, please submit a refund request within 24 hours of purchase.
- If you are not completely satisfied with your order, you may submit a refund request within 30 days of purchase. Refund requests must be accompanied by a copy of the original packing list or invoice, and item must be returned in resaleable condition to:

750 West Lake Cook Rd. Ste 350 Buffalo Grove, IL 60089.

- If you receive an item that is damaged or defective, please submit a replacement request with a picture of the damaged item to the Customer Relations Department.
- If you have not received your order within 14 days of purchase, please submit a request for a free replacement to the Customer Relations Department.

Please Note: Mail order certificates and wallet cards do not ship until a certificate is earned, regardless of purchase date.

### ○ **Complaints and Appeals**

Adverse decisions regarding exchanges, refunds, or other aspects of this policy may be escalated by the user using the complaints and appeals process described in StateFoodSafety's Complaints and Appeals Policy and Procedure.

## **4.5 Procedures**

### **4.7.1 Fee Collection**

#### **4.7.1.1 Online store purchase**

- Purchases can be made for individual or bulk orders.
- Online payments are processed through Authorize.Net®.
- User is automatically emailed an order confirmation and receipt of payment using the email address entered during registration.

#### **4.7.1.2 Phone payment**

- Phone payments are discouraged.
- Users needing help with online store purchases can receive step-by-step instructions over the phone from customer support.

#### **4.7.1.3 Check payment**

- Check payments are not permitted for individual purchases.
- Corporate clients may pay invoices by check to StateFoodSafety.
- Regulatory fees may be remitted by check from StateFoodSafety.

#### **4.7.1.4 Direct deposit**

- Direct deposit is StateFoodSafety's preferred method for receiving payment from corporate customers.
- Direct deposit is not permitted for individual purchases.
- Customers wishing to make or receive direct deposit payments must contact StateFoodSafety's Client Relations Department for more information.

### **4.7.2 Cancellations**

- Cancellations will be performed by a member of StateFoodSafety's Client Relations Department

- The associated previously purchased program(s) is removed from user's account.

#### **4.7.3 Exchanges**

- If the requirements of 4.3 are met, customer support will charge any additional regulatory fees before completing the following:
  - Remove the previously purchased program(s) from user account.
  - Assign the new program.
- If the previously purchased program was already successfully completed and a certificate was generated, deactivate the certificate.
- A receipt for any additional fees paid will be emailed to user.
- User must initiate the new program and successfully complete it to receive a valid certificate.

#### **4.7.4 Refunds**

- If the requirements of 4.5 are met, customer support will complete the following:
  - Refund the transaction.
  - Remove any associated programs from the user's account.
  - Email a refund confirmation to the user.

### **5 6.0 Reporting**

- [Previous items have been removed]

### **7.0 Related Documents**

- Information Sensitivity Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Certificate Issuance and Use Policy and Procedure

### **8.0 Revision History**

4/27/2016 – Updated to include CFPM info.

3/17/2017 – Deactivation of old certificate upon exchange. Updated example. Removed voided/credited transaction reporting requirements.

5/17/2018 – Minor change to properly identify the Senior Management Team

1/28/2021 – Editorial changes throughout, replaced “AboveTraining Inc.” with “StateFoodSafety,” condensed 3.0 Definitions, removed specificity regarding CFPM from 4.4 Refunds, revisions to 4.3 Exchanges to simplify and align with current practices, addition of 4.5 Complaints and Appeals, condensed and updated 5.0 Procedures to better adhere to current standards for security and payment processing.

12/7/2021 – General reformatting. Addition of new Refund Policy in Section 4.5. Expanded to cover more purchase types and define expiration date for vouchers. Replaced mentions of customer support and operations teams with Client Relations Department.