

RETURN & REFUND POLICY

Updated on October 30th, 2024

Definitions and Key Terms

To help explain things as clearly as possible in this Return & Refund Policy, any reference to these terms is strictly defined as:

- **Company:** when this policy mentions "Company," "we," "us," or "our," it refers to Prepared Response Training, which is responsible for your information under this Return & Refund Policy.
- **Customer:** refers to the company, organization, or person that signs up to use the Prepared Response Training Service to manage the relationships with your consumers or service users.
- **Device:** any internet-connected device such as a phone, tablet, computer, or other device used to visit Prepared Response Training and use the services.
- **Service:** refers to the service provided by Prepared Response Training as described in the relative terms (if available) and on this platform.
- **Website:** Prepared Response Training's site, accessed via this URL: www.preparedresponsetraining.org
- **You:** a person or entity registered with Prepared Response Training to use the Services.

Refund Policy

Thank you for choosing Prepared Response Training. We appreciate that you are interested in us to meet your training needs. We also want to ensure you have a rewarding experience while exploring, evaluating, and purchasing our services.

As with any shopping experience, some terms and conditions apply to transactions at Prepared Response Training. We'll be as brief as our attorneys will allow. The main thing to remember is that by placing an order or purchasing at Prepared Response Training, you agree to the terms below, along with Prepared Response Training's Privacy Policy.

We at Prepared Response Training commit ourselves to serving our customers with the best services. As a licensed training provider, we adhere to the training guidelines set forth by the American Red Cross for classroom instruction and certification of participants. We are held accountable for quality instruction by the American Red Cross and also strive to retain your future business.

Community Classes for Individuals:

- Community classes are blended delivery and require full payment to access the online coursework and reserve your seat for the in-person skills session.
- Class sizes are limited to 12 students maximum to allow for a lower student/teacher ratio, so please register at your earliest convenience.
- A full refund is available for individuals who cancel 7 days before the in-person class date; refunds may take a few days to process.
- Transferring to another in-person class session is allowable if prior notice is given up to 2 days before the start date.
- No transfers will be granted within 24 hours of the class start time.

- Only one transfer per student will be allowed, and no refunds will be granted once a transfer has been completed.
- Once a class begins, there will be no transfers or refunds.

Businesses and Organizations:

- Prepared Response Training will communicate with the point of contact for the business/organization to discuss and outline in a training agreement the details of the requested training, including instructional delivery, number of participants, and payment processing.
- The training agreement will be provided by Email to the point of contact.

Your Consent

By using our website, registering an account, or purchasing, you now consent to our Return & Refund Policy and agree to its terms.

Changes To Our Return & Refund Policy

Should we update, amend, or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy. You can delete your account if you do not want to agree to this or any updated Return & Refund Policy.

Contact Us

If, for any reason, You are not completely satisfied with any good or service that we provide, don't hesitate to contact us, and we will discuss any of the issues you are going through with our product.

- Via Email: jamesjauregui@preparedresponsetraining.org
- Via Phone Number: (956) 492-2951