<u>Return Policy for Online Access Codes</u>

<u>Registered Codes</u>

Registered access codes may be returned within **14 calendar days** of the registration date as long as no more than 10% of the coursework has been completed. Under no circumstance will a refund be issued if more than 10% of the coursework has been completed. Coursework pertains to all lesson quizzes, exams, and written assignments

<u>Unregistered Access Codes</u>

The access code may be returned for a refund within **120 days of purchase** if it has not been registered. To request a refund, please forward your order confirmation email to orders@connect4education.com and include a refund request in the message. After we verify the code has not been registered, we will issue a refund and send an email confirmation. Please allow 2-5 business days for the refund to post to your account.

Please note: Once coursework has been completed, students cannot opt out of their schools' inclusive access programs or dispute charges. If they do, their accounts will be suspended, and grades will be withheld until updated payment is received. Students must maintain an active account in good standing for the duration of their course to ensure their grades are recorded in the gradebook.