



## **Refund Policy**

### **for**

## **Arizona Stitch Lab Industrial Sewing Training Program**

### Purpose

The purpose of this policy is to provide a clear and consistent procedure for requesting and processing refunds for the Arizona Stitch Lab industrial sewing training program. This policy applies to all trainees who have paid the program fees and wish to withdraw from the program or cancel their enrollment.

### Definition

A refund is the return of all or part of the program fees paid by a trainee. The amount and conditions of the refund depend on the timing and reason of the withdrawal or cancellation.

### Principles

The following principles guide the refund procedure:

- Trainees have the right to request a refund within the specified time frame and according to the terms and conditions of this policy.
- Refunds will be processed promptly and fairly, and trainees will be informed of the outcome and the reasons for the decision.
- Refunds will be issued in the same form and currency as the original payment, unless otherwise agreed by both parties.
- Refunds will be subject to an administrative fee of 10% of the program fees, unless otherwise stated in this policy.
- Refunds will not affect the trainee's right to reapply for the program in the future, subject to availability and eligibility.

### Procedure

The refund procedure consists of the following steps:

#### Step 1: Request for Refund

Trainees who wish to request a refund must submit a written request to the program coordinator ([info@azstitchlab.org](mailto:info@azstitchlab.org)) within the following time frames:



- Full refund: 7 days or more, before the program start date
- Partial refund: by the program start date
- No refund: after the program start date
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The request must include the following information:

- The name and contact details of the trainee
- The date and amount of the payment
- The reason for the withdrawal or cancellation
- The proof of payment and enrollment
- The bank account details for the refund (if applicable)

#### Step 2: Review of Request

The program coordinator will review the request and verify the information provided by the trainee. The program coordinator may contact the trainee for further clarification or documentation if needed.

The program coordinator will make a decision on the eligibility and amount of the refund based on the following criteria:

- Full refund: the trainee has withdrawn or cancelled before 7 days of the program start date, and has not accessed any of the program materials or resources, or participated in any of the program activities.
- Partial refund: the trainee has withdrawn or cancelled by the program start date. The partial refund will be calculated as 50% of amount already paid.
- No refund: the trainee has withdrawn or cancelled after the program start date.

The program coordinator may also consider the following exceptional circumstances for granting a full or partial refund, regardless of the time frame or the progress of the trainee:

- Medical reasons: the trainee has a serious illness or injury that prevents them from continuing the program, and provides a medical certificate or other evidence from a qualified health professional.
- Compassionate reasons: the trainee has a death or serious illness in their immediate family that affects their ability to continue the program, and provides a death certificate or other evidence from a relevant authority.
- Program changes: the program provider has made significant changes to the program content, delivery, assessment, or duration that adversely affect the trainee's learning experience or outcome, and the trainee is unable to accept the changes.



### Step 3: Notification of Outcome

The program coordinator will notify the trainee of the outcome of the request and the reasons for the decision in writing within 10 working days of receiving the request. The notification will also include the following information:

- The amount and method of the refund
- The date and confirmation of the refund
- The administrative fee deducted from the refund (if applicable)
- The appeal process and contact details (if the trainee is not satisfied with the decision)

### Step 4: Issuance of Refund

The program provider will issue the refund to the trainee within 15 working days of sending the notification, unless there is a dispute or an appeal. The refund will be made in the same form and currency as the original payment, unless otherwise agreed by both parties. The refund will be subject to an administrative fee of 10% of the program fees, unless otherwise stated in this policy.

### Step 5: Appeal

If the trainee is not satisfied with the decision of the program coordinator, they may appeal the decision to the program manager. The appeal must be submitted in writing within 10 working days of receiving the notification and must include the following information:

- The name and contact details of the trainee
- The original request and the decision of the program coordinator
- The reasons for appealing the decision
- The desired outcome or resolution

The program manager will review the appeal and the investigation conducted by the program coordinator. The program manager may request additional information or evidence from the trainee, the program coordinator, or any other relevant parties.

The program manager will make a final decision on the outcome or resolution of the appeal and will communicate it to the trainee in writing within 15 working days of receiving the appeal. The decision of the program director is final and binding and no further appeal is possible.

### Records



All records related to refunds, requests, and appeals will be kept confidential and secure by the program coordinator and the program director. Records will be retained for at least one year after the completion of the program or the resolution of the refund, whichever is later. Records will be disposed of in accordance with the applicable laws and regulations.

#### Review

This policy will be reviewed annually by the program coordinator and the program director and updated as necessary to reflect any changes in the program, the legislation, or the best practices. Any changes to the policy will be communicated to all trainees, instructors, and staff involved in the program.