



## 4MEDPROPLUS TRAINING REFUND AND CREDIT POLICY

Learner satisfaction is extremely important to us. If you have placed an order to attend any online training or workshop and **have not yet accessed your student dashboard or materials**, you may request a full refund or course credit. Refund requests must be received within 30 days of your original order date.

After a learner has accessed the online student dashboard and materials, no refund options are available. However, **if the course is not complete and no certification has been issued, full credit for the course may be applied to any similarly priced event or training** in our catalog (of equal or lesser value).

Please note that all dynamic topic training, including courses addressing Government Incentive Programs, must be renewed annually because the programs update frequently. Our accrediting agencies require that updated content be reviewed in order to maintain an approved professional credential.

Select titles such as the HIPAA Compliance Officer Certification (CHSP) and HIPAA Workforce (CHWP) certificates must be renewed annually for proof of compliance by government agencies like HHS in the case of an audit. These training programs also provide annual course credit.

If you wish to request a refund or course credit as outlined in this notice, you may do so via e-mail at **CustomerSupport@4medapproved.com** or call our toll-free support line between the hours of 8am-4pm Central Time at **(800) 671-1028**.

We thank you for training with 4MedProPlus!