

**Option 1: Full Refund Policy**

1. Eligibility for Refund: Students may request a full refund if they cancel their enrollment at least 14 days before the course start date.
2. Refund Processing Time: Refunds will be processed within 30-45 days of the cancellation request, based on the original method of payment.
3. Method of Refund: Refunds will be issued to the original payment method used during registration.

**Option 2: Partial Refund Policy**

1. Eligibility for Partial Refund: Students who cancel their enrollment between 7 to 13 days before the course start date are eligible for a 50% refund.
2. Refund Processing Time: Partial refunds will be processed within 30-45 days of the cancellation request, based on the original method of payment.
3. Method of Refund: Refunds will be issued to the original payment method used during registration.

**Option 3: Non-Refundable Policy with Credit Option**

1. Non-Refundable Enrollment: Enrollment fees are non-refundable if cancellation occurs less than 7 days before the course start date.
2. Credit Option: Students may receive a credit for future courses if they cancel within 7 days of the course start date. This credit must be used within 6 months.
3. Processing Time for Credit: Credits will be issued within 30-45 days of the cancellation request.

**General Conditions:**

- All refund requests must be submitted in writing via email to [Train@shenahcsolutions.com](mailto:Train@shenahcsolutions.com).
- Refunds and credits are subject to verification of the original payment method.
- For any questions or further clarification, students are encouraged to contact our support team.

**Refund Policy for "Buy Now, Pay Later" Bookings:**

1. Eligibility for Refund:
  - Students are eligible for a full refund if they cancel their course enrollment within 14 days of booking, provided the course has not yet commenced.
2. Refund Process:
  - Refunds will be processed through the "Buy Now, Pay Later" platform used at the time of booking. The refund will be subject to the terms and conditions of the respective platform.

- Please note that any fees or interest charged by the "Buy Now, Pay Later" platform may not be refundable. Students should refer to the platform's policy for more details.

### 3. Refund Timeline:

- Once a refund is approved, it will be initiated within 10 business days. However, the time it takes for the refund to reflect in the student's account may vary depending on the "Buy Now, Pay Later" platform's processing times.

### 4. Non-Refundable Circumstances:

- No refunds will be issued for cancellations made after the course has started.
- Any administrative fees or charges incurred during the booking process are non-refundable.

### 5. Contact Information:

- For any questions or assistance regarding refunds, students can contact us at [Train@shenahcsolutions.com](mailto:Train@shenahcsolutions.com) or call 813-358-7747.

### 6. Consultation:

- If students require further clarification on the refund process, they are encouraged to consult the "Buy Now, Pay Later" platform directly or seek advice from an attorney.