

# Ionico T.S. Refund Policy

---

## No Refund/Cancellation/Postponement Policy for Registrations

**ONCE PAID, REGISTRATION FEES FOR CLASSES AND TRAINING MATERIALS ARE NON-REFUNDABLE.** If a registrant desires to reschedule his or her attendance at a class, a registration is transferable to another training class hosted by Ionico Technical Services, so long as registrant provides us with at least two (10) days written or electronic (emailed) notice of the desire to transfer the registration. Your rescheduled class or event must take place within one (1) year from the original class date. An administrative fee of \$200 will apply in the event you do not notify Ionico of your intent to transfer your registration to another date at least ten (10) days before your scheduled class date.

We reserve the right to cancel or postpone a class in our sole discretion. If we cancel or postpone a class, we will use reasonable efforts to reschedule the cancelled or postponed class to within six (6) months from its original start date. The rescheduled date(s) will be based on instructor and facility availability. Ionico Technical Services will strive to provide notification to registrants at least ten (10) days prior to the date of a rescheduled class. Each canceled or postponed class will have at least two rescheduled options for registrant convenience.

## Registration Fees

Registration fees paid by registrants for a cancelled or postponed seminar shall be applicable to the rescheduled seminar(s) on a dollar-for-dollar basis only. In the event Ionico Technical Services does not reschedule the cancelled class, registrant will be offered a refund. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. Ionico Technical Services is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes. Please allow thirty (30) days for us to process any refunds or credit changes.

Seminar dates and locations are subject to change without prior notice in the event of extreme weather or natural disasters. Ionico Technical Services reserves the right to change any and all instructors for each class without notice.

**BY REGISTERING FOR A CLASS, YOU ACKNOWLEDGE THAT IONICO DOES NOT MAKE ANY REPRESENTATION, WARRANTY, OR GUARANTEE AS TO WHETHER YOU WILL ULTIMATELY ATTAIN SUFFICIENT UNDERSTANDING AND KNOWLEDGE TO BECOME A TCEQ LICENSED WATER TREATMENT SPECIALIST. REGARDLESS OF WHETHER YOU ACQUIRE A LICENSE, ONCE PAID, THE REGISTRATION FEE BECOMES NON-REFUNDABLE. ANY RIGHT TO A REFUND IS NOT DEPENDENT ON WHETHER YOU BECOME A WATER TREATMENT SPECIALIST.**

## Registration Confirmations

You will receive a class Information letter VIA EMAIL by three days before the scheduled dates of your class. If you have not received it by three days before the scheduled dates of your class, please contact Ionico via email at [IonicoTechnicalServices@gmail.com](mailto:IonicoTechnicalServices@gmail.com). Your emailed invoice will serve as confirmation for your registration for a specific class.

## Payment Information

The prices shown online are not valid in conjunction with any other offer and are subject to change. We accept payment online directly through your invoice sent via email. Any other payment options must be approved by Ionico prior to the date of your class. We are not responsible for any discrepancies between bank exchange rates, bank card exchange rates, Internet posted exchange rates, etc.

Any corrections or discrepancies in the invoice must be made via email within two business days of opening the invoice email.

## TCEQ Class Credits

Ionico will submit class credit to TCEQ within fourteen (14) days of the completion of training. TCEQ credit will not be submitted until the invoice is paid in full. Each registrant must be present and participate in all class segments to receive training credit.

For online classes presented through Zoom, all registrants must follow the guidelines outlined online for necessary equipment and programs required for class participation. These include, but are not limited to, use of Zoom meetings, possession of a webcam, and possession of a microphone.