

# Refund Policy

## It's Okay to Change Your Mind

At Commercial Leasing 101, we know that sometimes things just come up and that means we can't always do the things we planned to do, including attend a fabulous class about commercial real estate. Tires go flat. Children get sick. Transactions need attention. We even oversleep. So, take a moment to read our Refund Policy below and learn what your options are if you find yourself unable to attend class.



### Here's how it works:

1. Refunds requested in writing within 7 days of purchase date and prior to the class date will be honored minus a \$10 fee/class if course materials have been delivered. \*Checks will need to clear the bank before the refund is granted. \*Electronic funds need to have been received before the refund is processed.
2. For paid registrations completed less than 7 days prior to the class date, refunds will be handled on a case-by-case basis.
3. If The Guillory Group School of Real Estate cancels a class for any reason, refunds will be granted within 48 hours. However, students will be offered the option to transfer their registration fee to another class/date of equal value.
4. Failure to attend a class (a "missed class") does not entitle purchaser/registrant to an automatic refund. Requested refunds for students who fail to appear will be handled on a case-by-case basis.
5. Registration fees for missed classes not rescheduled within 90 days of the original missed date may be retained by The Guillory Group School of Real Estate, and a student must remit new payment to take the course.
6. Refunds will not be issued once a course is taken in part or in its entirety.
7. Refunds will not be issued to students who are late to class by 15 minutes or more.
8. Refund requests must be made by the party seeking the refund. Requests from class hosts or sponsors will not be recognized.
9. As often as possible, refunds will be issued via the same method of payment as the original payment (i.e. – PayPal, cash, check, etc.) Checks will be cut only after the purchaser's check clears the school's bank.
10. All requests must be sent in writing to Michica@CommercialLeasing101.com. Text messages and social media "inbox" or direct message requests will not be recognized.