

Veterinary Social Work Certificate Program Policies and Procedures

Title: Refunds for Online Trainings	Number: 1.1
Effective Date: 11/28/2016	Revised Date:

1. Rationale: to have a publicly posted, uniform policy on refunds for all VSW online modules.
2. Policy Statement: Fees for any online module in which none of the presentations have been opened can be refunded minus a \$50 processing fee if the request is made to vswcp@utk.edu by midnight EST 14 days from purchase. No refunds will be given for modules once any of the presentations have been even partially viewed.
3. Procedures: Requests made by participants before the deadline to vswcp@utk.edu will be reviewed by the Program Coordinator to ensure that the presentations have not been viewed. The Program Coordinator will then initiate the refund, minus processing fee.



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