



Research Electronics International, LLC
455 Security Drive, Algood, TN 38506 USA

REI Off-Site Training Refund/Cancellation Policy

April 7, 2008

Off-Site Training Registration and Confirmation

Off-site training will be reserved ONLY when we have received a class list of those attending and payment method confirmation. Should something arise that prevents you from hosting the off-site training, we will attempt to accommodate your schedule change in the best practical manner, subject to our refund and cancellation policy described below.

A 50% deposit of the total training costs is required 3 weeks prior to the scheduled start date. Off-site training reservations are subject to cancellation if deposit has not been received 3 weeks prior to scheduled start date.

Your off-site training registration is confirmed only when you have received confirmation from REI via email.. Should any changes to the scheduled off-site training start date, location, and/or time occur, we need to be notified immediately via phone and email.

Class Cancellations

REI reserves the right to cancel off-site training. In the case of a cancellation, we will attempt re-schedule, or a full refund will be processed upon request.

If an off-site training for which you have scheduled and have received confirmation is cancelled for any reason, you will be notified immediately at the phone number or E-mail you have listed with us.

Refund Policy

In addition to the class cancellation policy stated above, REI offers refunds subject to the following terms and based on the following conditions:

1. If you need to cancel an off-site training completely, a full refund will be issued if we receive notice at least 3 weeks before the beginning of class.

2. If you need to cancel an off-site training within 3 weeks of the start of a class, your 50% deposit will not be refunded.

Refund/Cancellation requests MUST be made in writing. Requests can be submitted by:

- Email to sales@reiusa.net
- Fax to +1 931-537-6032
- US Mail to Research Electronics International, 455 Security Drive, Cookeville, TN 38506 USA

If sent by US Mail, please be aware that there may be a delay in receiving/processing your request, which may result in having your request fall into a different refund category than expected.

Although we will make every attempt to complete your refund sooner, please allow us a minimum of ten (10) working days to completely process your refund. All refunds are processed via separate check issued from REI.