

## **Certified Training Solutions LLC - Terms & Conditions of purchase and Refund Policy**

**Please read the binding terms before purchase.**

By completing a purchase, you acknowledge and consent to all terms and conditions outlined below.

### **Refund Policy & Course Access Policy**

Learners will have access to each course within the Learning Management System (LMS) for 30 days from the date of purchase.

Exception: Designated Employer Representative (DER) course, which allows 60 days of access.

#### **REFUNDS: By purchasing any course, you agree to the following refund terms:**

- A full refund will be granted if requested in writing within five (5) business days of the purchase date, provided that the learner has not logged in, accessed, or completed any portion of the online training course.
- A 75% refund will be granted if requested in writing within five (5) business days of the purchase date, if the learner has logged in or accessed the course but has not completed or viewed more than 10% of the course content.
- A 50% refund will be granted if requested in writing within five (5) business days of the purchase date, if the learner has logged in or accessed the course but has not completed or viewed more than 30% of the course content.
- No refunds will be issued if:
  - The request is made more than five (5) business days after the course purchase date.
  - The learner has completed or viewed more than 30% of the course content.
- No refunds will be granted beyond five (5) business days from the purchase date or if more than 30% of the course content has been accessed.

### **Course Use and Copyright Policy**

All training courses provided by Certified Training Solutions, LLC are intended to offer general guidance and information on the subject matter and do not constitute legal advice. Users are responsible for their own decisions, policies, and procedures. We strongly recommend consulting with legal counsel regarding compliance-related matters.

### **Copyright Protection & Usage Restrictions**

- All course content, materials, and resources are protected under U.S. Copyright laws.
- Courses are licensed for single-user access and are non-transferable.
- You may not download, copy, reproduce, distribute, or share course materials for personal gain, profit, or to avoid purchasing additional courses for additional users.
- Printing or distributing course content is strictly prohibited. Only government-issued documents (e.g., DOT publications) and specific reference materials provided by Certified Training Solutions, LLC may be printed for company use.

Certified Training Solutions, LLC actively monitors for copyright violations. Unauthorized reproduction or distribution of any training course will result in legal action and prosecution under U.S. Copyright laws.

**By purchasing and using our training courses, you agree:**

- To abide by all copyright laws.
- Not to copy, distribute, save, or reproduce course content in any form.
- Not to use any course materials for training outside your organization without proper licensing.
- To follow all Terms and Conditions of our Trainer Program requirements, and if approved as a Trainer, to purchase separate courses for each person you train.

Certified Training Solutions, LLC reserves the right to disable any user account if suspicious activity is detected, with no refunds issued. Train-The-Trainer Courses (BAT, STT, and Collector) – Additional Terms

By purchasing any Train-The-Trainer course (online, webcam, or live), you agree to:

- Train only employees/staff within your own company, clinic, or facility.
- Purchase a separate online course for each individual you train.

**Breach of these terms** will result in the following penalties, payable to Certified Training Solutions, LLC:

1. \$150 per individual trained without purchasing a required course.
2. \$495 per individual trained outside of your company, clinic, or facility.

**Disclosure of Training Records**

By purchasing and using Certified Training Solutions, LLC's online training courses, you acknowledge and agree that training records and certifications may be disclosed to third parties, including but not limited to:

- Your employer or company
- Consultants
- C/TPAs
- Supervisors or managers
- Entities you have performed or may perform services for
- Affiliates, auditors, or governmental agencies
- Any individual or entity verifying your training or requesting copies of your training certificate(s)

**Communication Consent** - By enrolling in a course, you agree to receive:

- Email newsletters and regulatory updates from Certified Training Solutions, LLC (opt-out available).
- SMS text message reminders for real-time webcam classes.
- By proceeding with your purchase, you acknowledge and agree to all terms and conditions stated above.

~ Current pricing at the time of purchase applies. Prices are subject to change without notice.