

# General Refund/Exchange Policy

Diverse Management Solutions, LLC (DMS) will refund the price of an online or in-person training event or exchange an event under the following circumstances.

- Event was cancelled
  - If an event is rescheduled, you are eligible for the newly scheduled event at no charge.
  - A Refund/Exchange Request must be made within 1 week of event cancellation notice.
  
- Technical problems prevented access
  - If you have difficulty accessing an online course and we are unable to remedy the problem to your satisfaction, we will exchange the course for another.
    - A Refund/Exchange Request must be made within 1 week of initial technical problem report.
  - If you would prefer a refund, please see the refund section below.
    - A Refund/Exchange Request must be made within 2 weeks of the initial technical problem report.
  
- The wrong course was purchased
  - If you purchased the wrong course, we will exchange the course for the correct course.
    - If the correct course costs less than the wrong/purchased course, we will refund the difference (e.g. correct course: \$40 - wrong/purchased course: \$50 = your refund would be \$10).
    - If the correct course costs more than the wrong course we will debit the difference to your account (e.g. correct course: \$50 - wrong/purchased course: \$40 = your account debit would be \$10).
  - Exchange requests must be made within 1 week of the initial course purchase.

## Refund Procedure

You must submit a Refund/Exchange Request in a timely manner, as detailed below.

- Event Cancellation: A Refund/Exchange Request must be made within 1 week of event cancellation notice.
- Technical Problem: A Refund/Exchange Request must be made within 2 weeks of the initial technical problem report.

Please expect your refund within 3 weeks of submittal (although in many cases you will receive the refund sooner). *All refunds will be in the form of a credit to the account used to purchase the original course.*

This time period includes:

- 3 to 5 business days to process your Return/Exchange Request
- Up to 10 days for your bank to process our refund request

The final amount of refund will be calculated as follows: Purchase Price minus \$25 processing fee.

We will notify you via e-mail of your refund once finalized.

Refunds will not be issued once an online course has been completed. In the event of illness, schedule conflict, or any other reason preventing your attendance at an in-person event, you will remain responsible for the full purchase price of that event.

## Exchanges

All exchanges will be processed within 5 business days. You must submit a Refund/Exchange request in a timely manner, as detailed below.

- Event Cancellation: A Refund/Exchange Request must be made within 1 week of event cancellation.
- Technical Problem: A Refund/Exchange Request must be made within 1 week of initial technical problem.
- Wrong Course Purchase: A Refund/Exchange Request must be made within 1 week of course purchase.

We will notify you via e-mail of your exchange when you have access to the new course.

## Refund/Exchange Request

To submit a Refund/Exchange request, please email the following to [info@diversemanagementsolutions.com](mailto:info@diversemanagementsolutions.com).

- Name
- Course in question
- Date of original purchase date
- What you are requesting ((a refund or an exchange)
- Why you are requesting a refund or exchange

Incomplete Refund/Exchange Requests will delay your refund/exchange. We reserve the right to set a deadline for complete request information. If the deadline is not met, you will not receive a refund or an exchange.

Please direct all questions to [info@diversemanagementsolutions.com](mailto:info@diversemanagementsolutions.com).