

Refund & Credit Policies

Refund Procedures:

All approved and eligible refund requests will be submitted to the financial department and can take up to 3-5 days to be processed.

- Registrations submitted less than 3 business days' prior to the start of any class will *not* be eligible for a refund; however a credit will be issued on file for one year.
- Debit/credit card refunds: eligible refund will be returned back to the same card.
- For check, money order and cash payments the refund will be issued in the form of a check.
- Payments for duplicate OSHA cards, duplicate certificates or any other duplicate course materials are non-refundable.
- Refund requests for students that do not comprehend the course language will not be accepted unless 3 business days' notice is provided. Ineligible refunds will remain as a credit on file for future trainings.
- Students that complete 100% of any course do not qualify for a refund.
- All accounts must be in good standing to receive a full refund. Any account with no shows or outstanding balances will not be eligible to receive a refund.

No refunds will be issued after 60 days of the original transaction date. Clients requesting a refund after the 60-day period will only be issued a credit that will remain on file for up to 1 year.

Cancellations:

If Skybridge cancels a training course due to any unforeseen circumstance, the client is entitled to a full refund.

Cancellation and/or reschedule requests must be received in writing by sending an email to jortiz@skybridgerestoration.com or faxing your request to 718-808-5553. The client is responsible for ensuring that Skybridge receives your written request. Attendees must cancel more than 3 business days prior to the course date to receive a full refund.

No Shows/Missed Attendance:

If a student does not attend a course without providing 3 business days' notice of their cancellation, Skybridge will only issue the student a credit on file for the full payment which will remain on file for up to 1 year.

Should a client reschedule from a course that they did not originally attend and fail to attend the rescheduled date as well, a 50% deposit will be retained and the remainder of payment will be saved as a credit on file for up to 1 year.