

## **Satisfaction Guarantee:**

In the unlikely event you are not satisfied with your course, you may during the first day of class wish to withdraw from the course. Notify your instructor and return all course materials and other provided items. You will receive a 100% refund by check within four weeks, or full credit for a different course of similar value.

Upon successful completion of any class, students may audit the same course at no charge for up to two additional times within a six month period. This offer is based on seating availability and at least ten days advanced notification. Duplicate course material and other promotional items will not be provided for audited courses.

## **Registration:**

Class registration may be initiated via our WEB site, the telephone, by mail or by fax to our office. Registration should be submitted at least ten business days prior to the start date of the requested class. Late and same day walk-in registrations may still be accepted, but are subject to approval and availability.

Students will not be confirmed in any class until payment is received in full, unless prior arrangements have been approved.

## **Payment:**

All prices and payments are in U.S. Dollars. Tuition must be paid in full before the first day of class. Prices include participation in classroom training, all course materials, refreshments when available, and a Certificate of Completion (if attendance requirements are met).

### **Acceptable forms of payment:**

- Visa or MasterCard
- Money order or Cashiers Check
- Personal check (allow up to ten days for verification)
- Pre-approved company purchase order or company check
- Electronic wire transfer (contact our office for details)

### **Volume Discounts:**

- 10% dicount for individuals registering in two or more classes at the same time.
- 15% discount for companies registering three or more individuals in the same class.
- 50% discount for class alumni desiring a refresher audit of the same course within 18-months of completion

Please contact our office for other circumstances and requirements that may warrant a volume discount.

## **Confirmation:**

Upon receipt of payment, a written acknowledgement of registration and an information packet will be sent within five business days.

### **Substitutions and Transfers:**

Substitution of individuals is welcome any time, prior to the first day of the scheduled class. Transfer of individuals from one class to another similarly priced class is allowed prior to the first day of scheduled class.

### **Cancellation:**

We require written notification of cancellation or rescheduling of any class at least ten business days in advance of the scheduled class start date. Classes cancelled in less than ten business days in advance of the start date will be charged a 50% cancellation fee.

Anyone failing to attend any class without us receiving prior written notification will be considered a "no-show" and will forfeit 100% of the class tuition.

### **Daily Attendance:**

Completion of any module within any field of study is predicated on 80% attendance. Failure to meet attendance requirements negates, at our option, any and/or all of Data Center Enhancements Inc's obligations under this contract.

### **Other Policies and Procedures:**

Data Center Enhancements Inc. staff reserves the right to withdraw a student from any class for reasons including, but not limited to disruptive conduct or an inability on the student's part to maintain the learning level of normal classroom instruction.

### **Rescheduling and Postponement:**

Pricing, registration, terms and conditions are subject to change without notice. We reserve the right to reschedule classes and/or change instructors when deemed necessary.

If a change in course location, start date, or a course postponement is required, we will try to give students as much advanced notice as possible that such change will occur. If the student is unable to attend the course at the revised location or date, we will refund the course tuition in full, or provide a 100% credit toward a future course.

However, we will not be liable for any other costs incurred including, but not limited to travel expenses, hotel rooms, cancellation fees or any consequential damages even if we were advised of them

### **Students with Disabilities:**

During the registration process, please contact our office at (630) 513-9747 and indicate any special accommodations you require in order to attend a course.

### **On-Site Courses:**

Presentation of courses can be conducted on-site for five or more students. Please contact our office for your specific requirements.

### **Courseware Development:**

Customized and/or unique courseware may be developed to meet your unique requirements. Please contact our office for your specific needs.

### **Training Department Outsourcing:**

An outsourcing program for managed Training Department operations can be tailored to fit the specific requirements of your organization and market. Please contact our office for your further information.

### **General:**

These standard terms and conditions represent a complete statement of the agreement between all parties and supersede prior discussions, correspondence and representations. Our brochures and advertisements are for information purposes only and are not intended to form any agreement between Data Center Enhancements Inc. and the recipient. These terms and conditions are subject to change without notice and changes will apply to any enrollment/course order received after the date of the change. These terms and conditions may not be varied except in a written agreement signed by an officer of Data Center Enhancements Inc. Our acceptance of any purchase order containing different terms and conditions does not modify or supersede these terms and conditions. This agreement will be governed by Illinois law, without regard to any conflicts of law.

### **Copyright & Intellectual Properties:**

All copyrights, patents, designs and other intellectual property rights in or relating to any course materials provided or made available in connection with our courses remain the sole property of Data Center Enhancements Inc. No part of any course material may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language, without the prior written permission of Data Center Enhancements Inc.

### **Student Authorization:**

I have read the Training Terms and Conditions statement, and agree to abide by them as a condition of participation in all Data Center Enhancements Inc. classes. Registration in a given class demonstrates acceptance of the Training Terms and Conditions.