

Tuition and Course Materials Refund Policy

Guidelines for Books, Tuition, and Online Courses

Introduction

A fair and transparent refund policy is essential to ensure student satisfaction and trust in our institution. The following policy outlines the conditions under which refunds may be granted for tuition, books, and online courses. This policy is designed to balance the needs of our students with the operational requirements of North Texas Electrical JATC. Please review the criteria carefully to understand your rights and responsibilities regarding refunds.

Scope of Policy

This refund policy applies to:

- Books purchased through official North Texas Electrical JATC channels
- Tuition payments for courses offered by North Texas Electrical JATC
- Online courses offered through the institution's digital platforms

The policy is effective as of the date of publication and is subject to revision at the discretion of North Texas Electrical JATC Committee.

Section 1: Books Refund Policy

Eligibility for Refund

Students may request a refund for books provided that:

- The books are returned within the timeframe specified below
- The books are in their original packaging, unopened and undamaged
- The student has officially resigned or has been dropped from the North Texas Electrical JATC.

Timeframe for Returns

- Books must be returned within 30 days of the original purchase date to be eligible for a full refund.
- After 30 days, books are not eligible for a refund unless there is a verified error in purchase or delivery by North Texas Electrical JATC.

Condition of Returned Items

- All returned books must be in their original, sealed packaging. Opened, marked, or damaged items are not eligible for a refund.
- Digital access codes, eBooks, and custom course packets are only refundable if unused and unopened.

Process for Refund

- Return the item(s) in person or via mail to the front office of the North Texas Electrical JATC
- Refunds will be mailed in the form of a check within 10 business days.

Section 2: Tuition Refund Policy

Eligibility for Refund

Tuition payments are eligible for a refund if:

- The tuition has not yet been paid by North Texas Electrical JATC to Dallas College.
- The student has officially resigned or has been dropped from the North Texas Electrical JATC.

Key Points

- Requests for a refund must be submitted in writing before the tuition payment is forwarded to Dallas College.
- No refund will be given once tuition has been forwarded to Dallas College.

Refund Timeline

- Refunds will be processed within 10 business days of the approved refund request, provided all conditions are met and necessary documentation is complete.

How to Request a Tuition Refund

- Submit a refund request in the form of an email to the Training Director of North Texas Electrical JATC.
- After the request is reviewed by the Training Director additional information may be requested.
- If approved, the refund will be mailed in the form of a check within 10 business days.

Section 3: Online Courses Refund Policy

Eligibility for Refund

Refunds for online courses will be granted if:

- The course has not been accessed or “opened” online.
- The student submits a refund request via email before accessing the course materials.

Definitions

- “Opened” is defined as logging into the course platform and accessing any material, including syllabi, readings, videos, or assignments.
- Course access is tracked electronically by North Texas Electrical JATC’s online learning management system.

Refund Guidelines

- If a student has not accessed the course, a full refund will be granted.
- Once any part of the course has been accessed, the course is considered open and is no longer eligible for a refund.
- Refund requests must be made within the first 30 days of the purchase date.
- The student has officially resigned or has been dropped from the North Texas Electrical JATC.

Process for Requesting Refund

- Submit a refund request in the form of an email to the Training Director of North Texas Electrical JATC.
- Requests will be verified to confirm that the course was not accessed.
- If approved, the refund will be mailed in the form of a check within 10 business days.

Section 4: Appeals

Appeals Process

Students may file an appeal if the original refund was not to their satisfaction.

- Students denied a refund may appeal the decision by submitting an appeal in the form an email to the Training Director of North Texas Electrical JATC within 30 days.
- This appeal will be submitted to the Committee of North Texas Electrical JATC at the next normal scheduled meeting.
- The committee will review the case and render a decision within 15 business days. All decisions of the committee are final.

Conclusion

North Texas Electrical JATC is committed to providing clear policies that protect the interests of both students and the institution. By understanding these guidelines and following the proper procedures, students can ensure timely and fair resolution of refund requests.