

Payment and Cancellation Policy

We thank you for choosing Craig Consulting Services for your training or facility rental needs;

- **Our promise** is to provide full understanding of the training materials presented in the course(s).
- **Our goal** is to provide the necessary job-ready skills for certification of all attendees.
- **Our guarantee** is if you do not pass the examinations necessary for certification, you are welcome to attend once the same level class the next time it is available from Craig Consulting Services free of charge - within a three month period. You will only be charged any application or examination fees.
- **Our credentials** include being licensed by the BICSI (Building Industry Consulting Service International). We are staffed with certified and experienced BICSI licensed instructors utilizing the latest in tools and test equipment.

Our charter is teaching industry-based telecommunications standards in a professional, entertaining and enjoyable manner.

Payment and Cancellation Terms and Conditions:

1. For individuals, payment in full is due five (5) working days before the beginning of class.
2. Fees are payable by approved check, credit cards, money order, or cash in USA dollars.
3. Businesses' Purchase Orders are acceptable subject to account approval and can only be used for securing class registrations/seat assignments or room reservations for rental.
4. For payment against purchase orders, **NO DISCOUNTS WILL APPLY IF PAYMENT IS NOT RECEIVED BY THE FIRST DAY OF CLASS.** An additional 1.5% monthly accumulative interest charge will be applied to the full price (excluding discount) for all invoices not paid within 30 days (18% per annum).
5. All courses are subject to minimum enrollment and subject to cancellation or rescheduling. If a course must be cancelled or rescheduled by Craig Consulting Services, liability is limited to the paid registration or reservation fee(s). Craig Consulting Services is not responsible for travel expenses or any other cancellation fees.
6. Individuals rescheduling will be at the discretion of Craig Consulting Services.
7. Reservations are for available seat(s). Substitutes will be allowed and encouraged.
8. Any catering, special amenities or facility rentals will be billed separately. Payment is required before the day of the event begins.
9. For any cancellations, the registration fee(s) is forfeited and is non-refundable

For cancellations on-site and off-site training:

1. 100% refund will be granted with a 30-day written notice.
2. 80% refund will be granted with a 15-day written notice.
3. 50% refund will be granted less than a five-day notice.
4. No refunds will be granted with less than a five-day notice.
5. Incurred travel expense cancellation charges will be invoiced separately.

All correspondence, purchase orders, payments, and invoices are to be sent to:

Craig Consulting Services

520 Lynn Court Coppel, Texas 75019

972-393-1669 Phone

972-393-5735 Fax

972-880-6528 Mobile