

Registration, Cancellation, Exchange, and Refund Policy and Procedure

1. Overview

1.1 The purpose of this policy and procedure by SafeFoodTest.com is to provide information to registrants regarding our registration, cancellation, exchange and refund policy and procedures.

2. Scope

2.1 SafeFoodTest.com is a provider of food safety training and exams/assessments for Food Handlers and Food Protection Managers. SafeFoodTest.com also provides HACCP and PCQI training and certification. This policy provides the procedures for registration/fee collection, cancellation, exchange, and refunds.

3. Definitions

- 3.1 Registration: means the act or an instance of registering somebody, or the process of being registered and full payment for the transaction as agreed.
- 3.2 Applicant: A person who has completed his/her registration process with SafeFoodTest.com by providing the required information name, address, phone, email and has delivered confirmed payment via credit card, PayPal, cash or check.
- 3.3 Cancellation: means the canceling of something such as an appointment or registration and is generally not authorized by SafeFoodTest.com.
- 3.4 Exchange: means that fee paid by a registrant gets to be used for another course or class and the full value of the initial paid fee is honored.
- 3.5 Refund: means that a paid fee gets returned to the registrant for cancellation of a previously agreed transaction due to the fault of SafeFoodTest.com.

4. Policy Principles

4.1 Registration

4.1.1 Classroom training registration

Payment needs to be paid in full one day prior to the day of the class and exam for which the registrant would like to participate. In the case of a check payment, checks must be received at least 10 business days prior to the date of the class which the registrant plans to attend.

There will be a fee of \$30 for any returned checks issued to SafeFoodTest.com.

Registrants are subject to \$20 fee for walk-in registration or same-day registration.

Registrants must provide valid primary picture I.D. upon entering any registered class. Acceptable primary I.D. includes California or Other State Driver's License or State I.D. and U.S. Passport or Resident Alien Card.

In the case of a returned check exam results and certificates will not be released.

After completion of registration the confirmation of registration will be e-mailed to registrants. If the confirmation has not been received within 48 hours, please contact customer service at service@safefoodtest.com or by phone at 562-292-0555.

After completion of registration by those requesting Food Handler on-line training, they will have immediate access to the on-line presentation and assessment.

After completion of registration by those requesting Food Protection Manager training and exam or exam only, a knowledge guide will be available for download from the safefoodtest.com site. If the registrant wants to receive a physical copy of the knowledge guide, a request must be made at least five working days prior to the class date and there will be an additional fee of \$29.95.

After completion of registration by those requesting HACCP or PCQI training and certification, an order for the associated Manuals is placed and the cost is extracted from the fees paid by the company or individual providing payment for the HACCP or PCQI training and certification. The balance of the funds provided is diverted to pay for the facility, instructor, and student services and are not recoverable.

All paid registrations for Food Protection Manager training and exam or exam only must be used within 90 days from the day of the originally scheduled class to be effective. Rescheduling will be provided as often as requested during that 90 days. If the class and examination have not been completed within this 90 day period, the registration will be subject to expiration without recourse.

All paid registrations for HACCP or PCQI training and certification must be used within 1 year from the day the original payment was received by SafeFoodTest.com to be effective. Rescheduling will be provided as often as requested during that calendar year. If the course has not been completed within this one year period, the registration will be subject to expiration without recourse.

4.1.2 Online registration

For online courses only major credit cards or PayPal will be an acceptable mode of payment.

4.2 Cancellation

SafeFoodTest.com does not allow cancellations after registration fees have been retained unless there is at-fault unavailability of SafeFoodTest.com. However, registrants may reschedule at any time. For Food Protection Manager training there is a three month expiration period. For HACCP or PCQI training there is a one year expiration period.

Registrants of a class cancellation by SafeFoodTest.com due to reasons beyond the control of SafeFoodTest.com, such as, but not limited to, acts of war, governmental regulations and orders, contagious illness, catastrophic events, acts of God, or force majeure, will be transferred to the next available class of equal or lesser value. Rescheduling will be provided as often as requested for one year following the original course date. If the course has not been completed within this one year period, the registration will be subject to expiration without recourse.

4.3 Exchange

Registrants will be allowed to reschedule his/her class as long as the request is made in writing or by confirmed email 7 days prior to the original class date. Registrants may be subject to a rescheduling fee of \$25.

4.4 Refund

Registrants can ask for a full refund only if the scheduled class and/or exam either in live format or online is not provided or conducted by SafeFoodTest.com. The full amount will be refunded to the source from which the payment was received.

5. Procedures

5.1 Registration

5.1.1 Online credit card/PayPal payment

The registrant will register online at the SafeFoodTest.com website and enter all the required information for registration.

Registrants are required to review all registration and billing information and then submit payment.

Once payment is processed online the registrant will be emailed a confirmation of the order and the payment.

The registrant will then be allowed to attend or proceed with the live class format or online training and assessment.

5.1.2 Payment and Registration via Telephone

Registrants may call and give information for registration and credit card payment information.

Registrant's registration and payment information will be processed and entered on the SafeFoodTest.com website and the registrant will receive either a phone confirmation or email confirmation where applicable.

The registrant will then be allowed to attend or proceed with the live class format or online training and assessment.

5.1.3 Check or money order payment

Registrants may call, email or send a written request for class registration and send their payment either by check or money order.

Registrants will be called or emailed back to fulfill all the steps of registration after the payment has been processed. After processing of the payments of check and money order which may take up to 7 business days, the student will be sent a confirmation of registration either through email or by written notice.

The registrant will then be allowed to attend or proceed with the live class format or online training and assessment.

5.2 Cancellation

In the event of an approved class cancellation by SafeFoodTest.com, a customer service representative will cancel the payment transaction and the fee will be allowed to be returned to the registrant through the same source from which the payment was received. In the event of cash or check payment, repayment would be made with a SafeFoodTest.com company check within 7 working days of the approval of the cancellation.

5.3 Exchange

Registrants may only exchange for classes with equal registration value or lower.

5.4 Refund

Registrants who feel that the scheduled class or exam was not given or they were not able to complete a scheduled class or exam due to the fault of SafeFoodTest.com can initiate an appeal for a refund. Appeals and complaints are handled in accordance to SafeFoodTest.com Appeals and Complaints policy and procedure which are available at the SafeFoodTest.com website.

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