

FutureTech Cancellation (and) Rescheduling Policy for Hands-on Training Course Registrations

FutureTech understands everyone can experience unexpected changes to our schedules, based on this we provide cancellation and/or rescheduling policies to all our customers. Please carefully review the details provided below:

Cancellation or Reschedule **PRIOR** to 31 days of training course start date:

Contact us in writing at: service@futuretechauto.com

1. Include all registration information:
 - a. Attendee name
 - b. Business name
 - c. Address
 - d. Course name and start date
2. Confirm if are requesting a “**REFUND**” or to “**RESCHEDULE**”
 - a. **REFUNDS** incur a 10% cancellation fee
 - i. Refunds will be processed within 15 business days
 1. If original payment was by credit card, the refund will be processed on the original card used for payment
 - a. Timing is subject to credit card provider refund and posting of funds to your card
 2. If original payment was by check, refund will be issued and mailed by a FutureTech company check.
 - b. **RESCHEDULING**
 - i. If changing your registration to an alternate training class & date, simply send us a reschedule request to: service@futuretechauto.com
 - ii. A confirmation email confirming the change request will be sent to you within 5 business days

Cancellation **AFTER** within 30 days or less of training course start date:

1. No refunds issued if cancellation occurs within 30 days or less of training class start date
2. All cancellations receive a 1 year credit on-account certificate with FutureTech
 - a. Apply credit toward any FutureTech training product offerings before 1 year expires

