

Administrator Refund & Store Credit Policy

A refund will be given to the administrator for the purchase of a course for a staff member by contacting AIR Training Solutions. Administrators will have a 10-day grace period after the initial date of purchase to notify AIR that they wish to request a refund. Once it has been verified that the course was not progressed past lesson 1, the refund will be processed via PayPal minus a 5% transaction fee. After the 10-day grace period, the administrator is no longer eligible for a refund.

An administrator is eligible to receive a store credit for courses purchased for staff members. The store credit can be applied to the administrator account anytime during the 120 days given to complete the course. Store credits do not expire and can be applied at the checkout. If the course is completed or expired, the administrator is no longer eligible for the store credit.