

CCH Small Firm Services Cancellation and Reschedule Policy for Learning Programs

[Rev. April 9, 2010]

By submitting payment to CCH Small Firm Services (“CCH SFS”) for a learning program, you, the customer, acknowledge that you have read, understand and agree to this cancellation and reschedule policy (the “Policy”). The fact that CCH SFS shall have planned for and incurred expenses in anticipation of your participation in the learning program shall serve as adequate consideration for your assent to the Policy.

Live Instructor-Led Learning (“Group-Live”): If you purchase but decide not to participate in a Seminar program, you may cancel within 30 days of purchase. No refund will be given after 30 days.

Online Instructor-Led Learning (“Group-Internet”): If you purchase but decide not to participate in an online webinar program you may reschedule to another program of equal or lesser value. If you do not participate in the online webinar or reschedule before the webinar has been delivered, you will receive a recording of the webinar for which you registered as your purchase.

Online Self-Paced Learning (“Self-Study”): If you purchase but decide not to participate in an on-demand, University library or course no refund will be given after one year of purchase.

Rescheduling Deadline: All rescheduling requests must be made within 10 business days of the originally scheduled learning program OR by December 31st of the then-current year, whichever comes first.

FAILURE TO RESCHEDULE WITHIN THE TIMELINE STATED ABOVE WILL RESULT IN FORFEITURE OF ALL FUNDS PAID TO CCH SFS FOR THE CANCELLED PROGRAM.

Notice to CCH SFS

All reschedule and cancellation requests must be submitted in an email by the purchaser to:

training@cchsfs.com