



Refunds and Cancellations

(4-2012)

Online Material

For material delivered on line, you must request a refund within 5 days after payment for your subscription. No refunds are made for online material if the continuing education quiz has been accessed and/or the CE certificate delivered.

Hard Copy / CD ROM

You are entitled to receive a full refund of any payment made for the Program by so requesting and returning any media and materials in unopened, unused condition within thirty (30) days after date of payment. No refunds are made for CDROM purchases if the continuing education quiz has been accessed and/or the CE certificate delivered.

If you are unsatisfied with any purchase you may return the product in its original condition within 30 days of receipt and we will promptly exchange the item or provide a refund (less shipping and a handling) - whichever you prefer. Refunds are issued in the original payment method. To return or exchange an item, the product must be in its original packaging and have all of the contents that were shipped from our office. Please allow 7-14 business days to process your exchange/refund. If an exchange is needed sooner, please contact us for other options.

Please follow these procedures to ensure prompt replacement, refund or credit within 30 days:

1. Use appropriate shipping package and return materials via insured US Mail or UPS.
2. Please include a copy of the invoice, or a note stating purchaser's name, address and date of purchase, in the return shipping package
3. Send returns to:
Fitness Learning Systems
1012 Harrison Ave #3
Harrison OH 45030
(we do not accept CODs).

We reserve the right to decline a return if the item appears damaged due to misuse. If you are unsure, please contact us at:

1-888-221-1612

or info@FitnessLearningSystems.com