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## Cancellation Policy

500 Boylston St, 7<sup>th</sup> Floor, Boston, MA 02116

### Turbonomic Cancellation Policy for Training, Services and Certification

- Onsite Training, Services or Certification is confirmed when payment information is verified.
- You may request to reschedule or cancel an engagement up to 10 business days prior to the scheduled event, no refunds will be given for any engagement where rescheduling or cancellation is requested less than 10 business days prior to the engagement.
- Notwithstanding, for any accepted rescheduling or cancellation request, Customer will remain liable for any non-recoverable out-of-pocket costs incurred by Turbonomic (such as non-refundable air/train tickets) in connection with such engagement.
- Requests to reschedule or cancel an engagement must be submitted via email with the word **cancellation** or **reschedule** in the subject line and sent to [cofe@turbonomic.com](mailto:cofe@turbonomic.com). Requests by phone or voicemail will not be accepted.
- Turbonomic reserves the right to cancel any class due to insufficient enrollment by providing notice to you at least five (5) business days prior to the scheduled commencement date.
  - *In the event of cancellation by Turbonomic, you may elect to receive a full refund of registration fees paid*
- Turbonomic will not be responsible for non-refundable transportation, lodging or other costs incurred by Customer for a cancelled class.
- Turbonomic reserves the right to change this cancellation policy at any time with or without notice and to grant any exceptions to this policy that we may deem appropriate from time to time.