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AGi32 Training Class Terms & Conditions

Cancellations

Cancellations WITHIN 14 business days of the class date are subject to the following policies:

- If Lighting Analysts is able to fill the vacancy created by your absence, the fee is fully refundable, less a \$25 cancellation fee per student.
- If Lighting Analysts is unable to fill the vacancy, the fee is nonrefundable. Registration will be accepted at a future course at 50% of the standard tuition rate.

Cancellations OUTSIDE of 14 business days of the class date are subject to the following policy:

- Lighting Analysts will refund the enrollment fee, less a \$25 cancellation fee per student.

Payment Terms

The payment date for an AGi32 Training Class is fourteen (14) business days prior to the class date. Lighting Analysts invoices shall be paid by the purchaser within thirty (30) days of the date of invoice unless the thirty days exceeds the payment date described above.

Pricing

Once an order is processed, all prices are final. No future discounts or coupons may be applied.

Reservations

Lighting Analysts will not reserve training seats without payment; all charges are processed at the time of the order. Purchase Orders will be processed upon receipt, the invoice will be e-mailed the same day. Lighting Analysts reserves the right to cancel training classes with fewer than six attendees two weeks prior to the class date. A full refund will be granted to all paid attendees.

Paying with Credit Card

We accept credit card payment for online orders using Authorize.net, a secure payment processing organization.

Please provide the "Bill to" address exactly as it appears on your credit card billing statement. During the Authorize.net authorization process they will validate that the "Bill to" information you provided matches the information on file with your credit card issuing company. The processing of your order may be delayed if Authorize.net cannot verify the "Bill to" information or the information does not match the address information on file.

For security reasons we do not retain any credit card information on our systems.

We accept the following payment types:

Visa®, MasterCard®, Discover®, American Express®

The merchant name that will appear on your credit card statement is:

Lighting Analysts, Inc.

Sales Tax

We collect sales tax in the state of Colorado only. Tax for Colorado orders will have sales tax automatically added to the order total.

Processing an Order

Most orders are processed automatically on placement. If your order requires human intervention it will be processed at our earliest possibility. Orders received on weekends and holidays may be processed on the next business day.

How to Change Your Order

If you find that you have made an error in your order, please notify us immediately by e-mailing or calling us (our contact information below).

Customer Service Email: info@agi32.com

Telephone: 303-972-8852

Returns and Exchanges

Our software provides a 30-day satisfaction guarantee. Please see our software EULA for details (Help menu – About topic within the software)