



The Institute of Continuing Healthcare Education

Please review this policy carefully so that you are aware of The Institute of Continuing Healthcare Education termination and refund policies. Students are not entitled to any refund from The Institute of Continuing Healthcare Education except as set forth below.

- **3-Day Right to Rescind:** Students have the right to rescind their enrollment agreement and receive a full refund of any amounts paid to The Institute of Continuing Healthcare Education, which you must exercise in writing within three (3) business days from the day you submit the online purchase or sign the written purchase order. You must deliver a written rescission of the enrollment agreement The Institute of Continuing Healthcare Education within such 3-day period, or if the rescission is mailed, it must be postmarked on or before the last day of the 3-day period. The right to rescind is void if you have accessed any part of the exam or course. Refund amount will be all total paid minus \$20 for credit card fees and administrative fees.
- If you are seeking a refund because your employer did not accept your The Institute of Continuing Healthcare Education certification, you must follow all of the steps below. If you do not follow these steps within thirty (30) days of course completion, a refund will not be awarded. Refund amount will be all total paid minus \$20 for credit card fees and administrative fees.
 - You must send an email to support@ICHE.com and include the name and order number as on your sales receipt, the name of your employer, and the name and contact information (email and phone) for your supervisor, compliance department, or HR department that is not accepting the The Academy of Online Education and Certifications card.
 - The Institute of Continuing Healthcare Education will use the information provided to contact your employer. The Institute of Continuing Healthcare Education will confirm their Joint Commission (JCAHO) requirements and work to get the The Institute of Continuing Healthcare Education card accepted for you. If your employer verifies that it will absolutely not accept the The Institute of Continuing Healthcare Education provider card, you will be awarded a refund, which will take 3-5 business days to process.

Please note that all The Institute of Continuing Healthcare Education courses meet all Joint Commission (JCAHO) requirements and are built on the latest emergency cardiovascular care (ECC) guidelines published by the American Heart Association (AHA) and/or the American Academy of Pediatrics (AAP). Tens of thousands of healthcare professionals have successfully used these programs to earn and maintain their emergency life support certifications. **However, we always recommend that you check with your employer before purchasing to avoid any acceptance issues.**