

Refund Policy

SpaceTEC Partners, Inc. Space Coast Aerospace and Defense Training Center (ADTC)

SpaceTEC Partners Inc's basic refund policy is as follows: students have 24 hours to request a refund.

There are exceptions and SpaceTEC Partners, Inc. will fully honor its refund policy by offering a replacement course or issuing a refund if a student enrolls in a wrong or inappropriate course and notifies SpaceTEC Partners, Inc. within 24 hours of error. If a refund is approved, a \$25 administrative fee will be deducted from the course cost.

Students are considered actively enrolled in a course until they complete the end-of-course examination, the post-test, or the course registration expires. Course extensions may be available upon approval. Skills training is didactic in nature, therefore missing class creates lapses in training and reducing the student's ability to be successful with the course. Course extensions must be requested before the course completion date. An Extension Fee will be charged - extensions will be granted for no more than one (1) month.

In cases of fraud claims, SpaceTEC Partners Inc will immediately institute a review in conjunction with online content providers. IP and physical addresses will be traced, and all actions of individuals logged on their servers. This includes the time and date, user IP address, user location, and what pages were accessed before and after the disputed transaction. Our goal is to provide a secure and ethical environment for all online learning.

SpaceTEC Partners, Inc. actively seeks to create learning environments that fully foster the success of those who attend ADTC courses. Barriers to learning are by design eliminated to the extent possible from all course offerings.

One known barrier to learning, however, is the abuse of refund policies and guarantees. Students may see both as exit strategies to be exercised instead of completing a course. Thus, the possibility of a refund can and often does reduce a student's incentive and level of effort to complete a course.

SpaceTEC Partners Inc. is committed to student success. While refunds are limited as outlined above, students can submit requests to receive extended course access and personalized study guidance — at no additional cost.