



Withdrawal and Refund Policy

Susan Testa Nutrition (STN) is committed to providing high-quality educational programs and supervised practice experiences. Because significant administrative, educational, and instructional resources are committed upon enrollment, the following refund policy applies.

Before Program Access

- Students who withdraw before receiving access to the course materials or program portal will receive a **100% refund**, less any non-refundable registration fee (if applicable).

After Program Access

- Once access to the course curriculum, digital materials, recorded content, forms, educational resources, or learning portal has been granted, **tuition is non-refundable**.
- Enrollment secures access to the educational program and reserves participant capacity. As a result, refunds are not provided after access has been granted, regardless of the level of participation or completion.

Payment Plans

- Payment plans are offered solely as a convenience to make enrollment more affordable and do not convert the program into a monthly subscription or pay-as-you-go service.
- Participants remain financially responsible for the full tuition balance upon enrollment.

Withdrawal

- Students may voluntarily withdraw from a program at any time by providing written notification.
- Withdrawal ends future participation in the program but does not release the student from the financial obligations agreed to at enrollment.

Exceptional Circumstances

- Requests for exceptions due to extraordinary circumstances (e.g., serious medical illness or military deployment) may be submitted in writing and will be reviewed individually. Approval of any exception is at the sole discretion of Susan Testa Nutrition.

Program Pause Option: At the discretion of Susan Testa Nutrition, participants who experience significant life events may request to temporarily pause their enrollment for a specified period and resume participation at a later date, subject to program availability and curriculum changes. A pause is not considered a cancellation or withdrawal and does not constitute a refund.