



## Refund and Substitution Policy

### **Course Refund Policy**

Requests for refunds must be made a minimum of 2 business days prior to course start date **and** within 45 days from the date of purchase.

Refund requests must be emailed to: [certification@deq.virginia.gov](mailto:certification@deq.virginia.gov) with proof of purchase.

### **Course Substitution Policy**

Course enrollment changes must be made prior to the first day of course. You are welcome to:

1. Substitute another individual for the enrollment, or
2. Request enrollment in another course of same cost (subject to availability)

Enrollment changes should be emailed to: [certification@deq.virginia.gov](mailto:certification@deq.virginia.gov)

### **Exam Cancellation Policy**

Please see the cancellation policy in the [Candidate Information Booklet](#).

### **Recertification Refund Policy**

Individuals who believe an incorrect online transaction was processed through CATS can request a recertification refund by emailing: [certification@deq.virginia.gov](mailto:certification@deq.virginia.gov).