

# SafeFoodTest.com Registration, Cancellation, Exchange, and Refund Policy and Procedure

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## 1. Overview

1.1 The purpose of this policy and procedure by SafeFoodTest.com is to provide information to registrants regarding our registration, cancellation, exchange, and refund policy and procedures.

## 2. Scope

2.1 SafeFoodTest.com provides food safety training and exams/assessments for Food Handlers and Food Protection Managers. We also provide HACCP and PCQI training and certification. This policy outlines the procedures for registration/fee collection, cancellation, exchange, and refunds.

## 3. Definitions

Registration: The act of registering and submitting full payment for a course or exam.

Applicant: A person who has completed registration with SafeFoodTest.com by providing name, address, phone, email and confirmed payment via credit card, PayPal, cash, or check.

Cancellation: Canceling of an appointment or registration, which is generally not authorized by SafeFoodTest.com.

Exchange: The ability for a registrant to use fees already paid toward another course or class, with the full value honored.

Refund: A paid fee returned to the registrant due to cancellation caused by SafeFoodTest.com.

## 4. Policy Principles

### 4.1 Registration

#### 4.1.1 Classroom Training Registration:

- Payment must be made in full at least one day prior to the scheduled class/exam.
- Checks must be received at least 10 business days before the class date. Returned checks will incur a \$30 fee.
- Walk-in or same-day registration will incur a \$20 fee.
- Registrants must provide valid photo ID (e.g., State Driver's License, State ID, U.S. Passport, or Resident Alien Card).
- Exam results and certificates will not be released for accounts with unpaid balances or returned checks.
- Confirmation of registration will be emailed within 48 hours. If not received, contact us at [info@safefoodtest.com](mailto:info@safefoodtest.com) or 562-292-0555.

- Food Handler online registrants will have immediate access after registration.
- Food Protection Manager registrants may download the knowledge guide or request a hard copy (additional \$29.95, must be requested 5 business days prior to class).
- HACCP and PCQI training includes ordering manuals as part of the registration fee. Funds used for facilities, instructors, and student services are not recoverable.
- Food Protection Manager registrations must be used within 90 days of the original class date. HACCP/PCQI registrations must be used within one year.

#### 4.1.2 Online Registration:

- Only major credit cards or PayPal are accepted for online courses.

#### 4.2 Cancellation:

- Cancellations are not allowed after fees have been retained, unless SafeFoodTest.com is at fault. Registrants may reschedule within the validity period (90 days for Food Protection Manager, 1 year for HACCP/PCQI).
- If SafeFoodTest.com cancels a class due to force majeure or unforeseen circumstances, registrants will be transferred to the next available class of equal or lesser value.

#### 4.3 Exchange:

- Registrants may reschedule if a written or email request is received 7 days prior to the original class date. A \$25 rescheduling fee may apply.

#### 4.4 Refund:

- A full refund will only be provided if SafeFoodTest.com fails to deliver the scheduled class or exam. Refunds will be returned to the original payment source.

## 5. Procedures

### 5.1 Registration

5.1.1 Online credit card/PayPal payment: Registrants must complete registration online and submit payment. Confirmation will be emailed after processing.

5.1.2 Payment and Registration via Telephone: Registrants may call and provide payment details. Confirmation will be sent via phone or email.

5.1.3 Check or money order payment: Registrants may submit payment by check/money order, processed within 7 business days. Confirmation will follow by email or mail.

5.2 Cancellation: If SafeFoodTest.com cancels a class, refunds will be processed back to the original payment source within 7 business days.

5.3 Exchange: Registrants may exchange only for classes of equal or lesser value.

5.4 Refund: Refunds may be requested if a class/exam was not delivered due to SafeFoodTest.com fault. Appeals follow the SafeFoodTest.com Appeals and Complaints Policy.