

Key Realty Refund Policies*

Refunds requested for classroom/livestream and online courses will be processed in the following ways:

Live/Classroom

Student registers, pays, and does or does not start class (1-2 days after enrollment): Refunds must be requested in writing within thirty (30) days from the date of enrollment will and will be processed if the course has not been started. No refund will be issued after thirty (30) days from the date of enrollment, but students may complete the class for up to twelve (12) months from date of enrollment (except Live Deluxe package) if no refund has been issued. Textbooks may be refunded at face value as long as they are returned within thirty (30) days of enrollment date in new condition, and is returned at the expense of the student. Shipping is non-refundable regardless if the student has opened the shipment or received the shipment. If student has started classes, there is a \$22.00/day non-refundable fee for each session or portion thereof attended.

Student registers, pays, and does or does not start class (3+ days after enrollment): Refunds must be requested in writing within thirty (30) days from the date of enrollment will and will be processed minus the 10% withdrawal fee if the course has not been started. No refund will be issued after thirty (30) days from the date of enrollment, but students may complete the class for up to twelve (12) months from date of enrollment (except Live Deluxe package) if no refund has been issued. Textbooks may be refunded at face value as long as they are returned within thirty (30) days of enrollment date in new condition, and is returned at the expense of the student. Shipping is non-refundable regardless if the student has opened the shipment or received the shipment. If student has started classes, there is a \$22.00/day non-refundable fee for each session or portion thereof attended.

Online

Student registers, pays, and does or does not start program (1-2 days after enrollment): Refunds must be requested in writing within sixty (60) days from the date of enrollment will and will be processed if the course has not been started. No refund will be issued after sixty (60) days from the date of enrollment, but students may complete the class for up to twelve (12) months from date of enrollment if no refund has been issued. Textbooks may be refunded at face value as long as they are returned within sixty (60) days of enrollment date in new condition, and is returned at the expense of the student. Shipping is non-refundable regardless if the student has opened the shipment or received the shipment.

Student registers, pays, and does or does not start class (3+ days after enrollment): Refunds must be requested in writing within sixty (60) days from the date of enrollment will and will be processed minus the 10% withdrawal fee if the course has not been started. No refund will be issued after sixty (60) days from the date of enrollment, but students may complete the class for up to twelve (12) months from date of enrollment if no refund has been issued. Textbooks may be refunded at face value as long as they are returned within sixty (60) days of enrollment date in new condition, and is returned at the expense of the student. Shipping is non-refundable regardless if the student has opened the shipment or received the shipment.

Pass or Don't Pay Guarantee Refund Policy: If you pass our exams, we guarantee you'll pass the state exam. If for some reason you don't pass your state exam, please submit a request for reimbursement at <https://keyrealtyschool.com/resource-center/student-forms-list/> within 14 days of the failed state exam attempt. After your account has been reviewed, and if you are within three (3) months of your initial purchase, we'll return \$100.00, and you will still have access to the product for one (1) year from the date of your date of purchase. Only applicable for Real Estate Prelicensing classes.

Refund Calculations

A student who starts class and officially requests a refund is subject to the following conditions:

A 10% non-refundable withdrawal fee is included in the course tuition and will be charged upon registration if the request is made 3+ days after enrollment date. A \$22.00/day non-refundable fee for each session or portion thereof attended.

After school determines that a student has officially withdrawn, credit card refunds will be credited to the card used to make the purchase within fifteen (15) business days; cash or check purchases within forty-five (45) business days. No prior credit (money or attendance) will be issued to the student if they receive a refund then re-enroll at a later date.

To request a refund for classroom/live stream courses, please contact a Student Support Associate at 1 (702) 313-7000 ext. 2.

<https://keyrealtyschool.com/policies-procedures/#RefundPolicies>

Directions on **returning materials:**

https://s3.amazonaws.com/vc5-course-documents/Real%20Estate%20CE/Common/Directions_Return_of_Course_Materials.pdf