

Manual/CD/DVD Return Policy

Materials—A return fee of 10% of the value of the returned materials will be deducted from your refund.

Refunds are mailed or credited approximately 2–3 weeks after we receive your return.

If we invoiced you for the original order, you must first pay the invoice in full before a refund is processed.

Please do not deduct the refund amount from your invoice payment.

The Office of Water Programs accepts the return of manuals, CDs, and DVDs within **90 days** of the purchase date. **To return materials to us for any reason, you must obtain prior permission.** Submit your return request to us by email, phone, or fax and we will respond within one week. If your request is approved, we will provide you with a return authorization number, which must be clearly labeled on each returned box. **Boxes shipped to us without our return authorization number displayed will be returned at the customer's expense.** Customers are responsible for shipping charges when mailing returns.

When returning items, please be sure that:

1. All materials are in resalable condition. **Each item must have the original plastic wrap intact.**
All customer price stickers must be removed. CDs/DVDs cannot be returned if the seals/labels are broken. Defective products are an exception to this rule.
2. Materials are packaged securely to avoid damage
3. Defective or damaged items are clearly marked.
4. **Our return authorization number is clearly labeled on the inside or outside of each box.**
5. Each box in a multiple box shipment is marked **1 of _ , 2 of _**, etc. Include a list of contents on the inside or outside of each box.
6. Each box weighs less than 50 pounds, or it will not be accepted.
7. The return is received in our office within 15 business days of the date the return authorization number was issued.

The following items are not eligible for return:

1. Paper test booklets
2. Duplicate certificates
3. Transcripts

If you cancel items before they ship, a 5% return fee will apply.

If you return products for an exchange, you will not be charged a return fee but will be responsible for the shipping cost of the new items.

Course Enrollment Return Policy

Materials—A return fee of 10% of the value of the returned materials (manuals, CDs, or DVDs) will be deducted from your refund.

Enrollments— A \$10 per enrollment administrative fee will be deducted from your refund.

Refunds are mailed or credited approximately 2–3 weeks after we receive your return.

If we invoiced you for the original order, you must first pay the invoice in full before a refund is processed.

Please do not deduct the refund amount from your invoice payment.

Online Courses

Without exception, all online courses that have been accessed (student has logged into the course) are non-refundable.

The following conditions must be met to be eligible for an online course enrollment refund:

1. The online course has not been accessed.
2. The enrollment cancellation/refund request is received within 5 days of the original purchase date.
3. No coursework (chapter test, final exam) has been submitted for grading before the refund request is received.

If you meet the three conditions above for an online course refund, please contact us by email at wateroffice@csus.edu or phone at (916)-278-6142. If the refund request is approved, we will cancel course access and issue a refund less a \$10 per enrollment administrative fee.

Correspondence Courses

You may cancel a correspondence course enrollment if all of the following conditions are met:

1. The enrollment must be cancelled within 14 days of the purchase date.
2. No coursework (chapter exams) have been submitted for grading.

If these conditions are met, submit your return request to us by email, phone, or fax, and we will respond within one week. If your request is approved, we will cancel your enrollment and issue a refund minus a \$10 per enrollment administrative fee.

Enrollment Exchange

You may cancel a correspondence course enrollment if all of the following conditions are met:

1. The enrollment exchange must be requested within 30 days of the purchase date.
2. The online course (if applicable) has not been accessed.
3. No coursework (chapter exams) have been submitted for grading.