

Weidner Holdings, LLC

REFUND POLICY

Definitions:

“The Company” or “company” means Weidner Holdings, LLC.

Student or Students means the person(s) who will actually sit in the class.

“You” means the student attending the ServSafe® or Certified Food Protection (CFPM) class OR the person registering the student either electronically or on a paper registration form.

“Buyer” means the person paying for the purchase with cash, check, or credit card.

Purchases, Refunds and Exchanges from Third Party Vendors

Students who purchase items from third party vendors for use in the class who want to return their items must refer to the vendor’s return policy.

The company is not responsible for any purchases, refunds or exchanges made through third party vendors.

Credit Card Charge Back

The buyer is responsible for all credit card charge back fees, and must be paid in full prior to the class.

ServSafe Textbooks

The company sells ServSafe textbooks that include the test answer sheet only. We do not provide any textbook without a test answer sheet.

ServSafe Test Answer Sheets

Occasionally the company sells test answer sheets to students during class. When sold in class, all answer sheets are provided during class. Answer sheets have a hologram and a serial number. Answer sheets are never mailed.

Means of Contact

In the event that a class must be rescheduled or to provide class credit for a future class, the buyer and/or student must provide all of the following about the student:

1. First Name, Last Name
2. Direct phone number to which the student has 24 hour access
3. Direct email address to which the student has 24 hours access
4. Students who do not provide a means of contact risk forfeiting any or all refunds.

Refunds from the Company

All sales are final on textbooks, test answer sheets, and online Certified Food Protection Manager / Tap Series classes.

The company does not issue refunds for weather related cancellations.

In the event that a class is cancelled for any reason you will be contacted by the company to reschedule your enrollment. The company will contact students by email and/or a phone call.

Students who register for the Certified Food Protection Manager (CFPM) / Food Manager (FM) continuing education class as required by the Minnesota Department of Health (MDH) and whom are not already in the MDH database may opt to apply their entire registration fee to the full day class. Students must pay the difference before sitting in the class. No refunds.

Students who are currently in the MDH database and whose registration is still valid for six (6) months or more from the date of registration and erroneously register for the continuing education class will receive a refund minus a twenty (20) percent service charge. The student must request the refund and cannot sit in the class.

Refunds are not granted for any reason. A credit for a future class for the same or different student will be made whenever possible.

Students who attend any portion of the class and then walk-out for any reason without first informing the instructor of their departure forfeit the entire registration fee. Students who walkout and leave a textbook and or answer sheet behind forfeit said materials. Students who walk-out without informing the instructor of their departure must pay a full registration fee for a future class.

Students who pay by cash, check, or money order may receive a refund minus the cost of postage.

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Students who pay electronically, such as paying through Paypal, will receive a partial refund. Fees charged to the company by third party electronic payment vendors are deducted from the total registration fee. Third party vendors charge processing fees for their services to process payments we receive from you the student. The cost of postage to mail the refund is also deducted.

All refunds are in the form of a check from Weidner Holdings, LLC.

Exchanges

The company replaces items if they are defective or damaged only. If you need to exchange a defective or damaged item, send an email to weidnerholdings@outlook.com, and then mail your item to: Weidner Holdings, LLC., PO Box 45, Two Harbors, MN 55616-0045.

Shipping

To return a defective or damaged product, you should mail your product to:

Weidner Holdings, LLC.
PO Box 45
Two Harbors, MN 55616-0045

You are responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$25.00 you should consider using a trackable shipping service or purchasing shipping insurance. The company cannot guarantee that we will receive your returned item.

Exam Results

Exam results are generally available from the National Restaurant Association in seven to ten (7 to 14) calendar days from the exam date. However, Weidner Holdings, LLC, does not have any control as to when the ServSafe exam results will be ready. Students must check with the National Restaurant Association / ServSafe for their exam results. Occasionally additional time is required to receive the test results.

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Exam results provided to the instructor will be emailed to each individual students within thirty calendar (30) days of the date of the test date.

Be sure to check all email folders for your results when emailed by Weidner Holdings, LLC.

ServSafe Certificates

ServSafe Certificates are printed by the National Restaurant Association. Students' names are printed on their certificate using information supplied by the student on the ServSafe Exam Answer Sheet at the time of the certification exam session. The company is not responsible for any errors on ServSafe certificates.

ServSafe Certificates are available on the ServSafe website. A printed certificate is available from the National Restaurant Association for a nominal additional fee. For a printed copy of your certificate, contact the National Restaurant Association at ServSafe.com.

The company is not responsible for the successful delivery of the certificates to the supplied address, nor for the certificates being received in undamaged condition.

The student bears sole responsibility to order duplicate certificates or corrected certificates directly from the National Restaurant Association. The student is also responsible to pay any and all expenses associated with duplicate or corrected certificates.

Policy Update

This policy is subject to updating at any time. The company is not under any obligation to notify current or past students of any changes in this Refund Policy. The current policy shall have precedence.