
Credit and Refund Policy

The purpose of this policy is to establish the guidelines for the issuance of credits and refunds related to I-CAR course cancellations.

This policy applies to all participants who enroll in an I-CAR course, whether through I-CAR directly or through a third-party event provider.

General Credit and Refund Policies

- **Course Cancellation Requests**
 - Participants that wish to cancel an I-CAR course enrollment for account credit or a refund should contact I-CAR Customer Care by calling 800-422-7872.
- **Credit on Account**
 - Credit will be available to use on a future course purchase.
 - Credit will be available to use during the shopping cart check-out process.
 - Credit on account must be used within six (6) months of issuance.
 - Credit on account not used within six (6) months of issuance will be forfeited.
- **Refunds**
 - Refunds for course cancellations will be provided to the original purchaser via the original payment method.
- **Course Cancellation by I-CAR**
 - I-CAR reserves the right to cancel a scheduled class due to low registration or instructor illness.
 - In the event that I-CAR cancels a course, I-CAR will make every attempt to contact you as soon as possible once a cancellation is determined.
 - It is important that course participants keep their contact information up to date by contacting I-CAR Customer Care or by logging in to their myI-CAR account.
 - In the event of a course cancellation, participants will receive credit on account, or a refund can be requested by contacting I-CAR Customer Care.
- **Online Course Cancellations**
 - Request for Credit on Account

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- Participants enrolled in an online course may request a cancellation for credit on account at any time, provided the course was purchased directly from I-CAR and the course has not been completed.
 - Request for Refund
 - Participants enrolled in an online course may request a cancellation for a refund within 90 days of the original purchased date, provided the course was purchased directly from I-CAR and has not been completed.
 - **Virtual Course Rescheduling and Cancellations**
 - Request for Reschedule or Cancellations
 - All cancellation and refund policies related to virtual courses can be found in the I-CAR Virtual Course Policy.
 - **In-Shop Event Reschedules or Cancellations**
 - Welding Events
 - All reschedule and cancellation policies related to in-shop welding events can be found in the Welding Training and Certification Event Policy.
 - Hands-On Skills Development Events
 - All reschedule and cancellation policies related to in-shop Hands-On Skills Development events can be found in the Hands-On Skills Development Event Policy.
 - Multi-Day Hands-On Skills Development Events
 - All reschedule and cancellation policies related to multi-day Hands-On Skills Development events delivered at an I-CAR training facility can be found in the Multi-Day HOSD Event Policy.
 - Special Event Courses
 - Credit, Refund or Transfers Periodically, I-CAR offers live courses during special events or trade shows. Registration for these I-CAR courses are completed through a third-party event provider, not through I-CAR. Refunds, credits or course transfers will not be available. All sales are final.