

Extreme Technical Training Cancellation Policies

Student Cancellation

ILT Classes

Students can reschedule or cancel their course registration without penalty up to 7 calendar days prior to the course start date. This applies to all Instructor Led classes, either Virtual or physical classroom based. Extreme Networks reserves the right to charge full fees for the class, if you cancel fewer than 7 calendar days before the session start date, or if you fail to appear for the class.

Note: this only applies where Units have not expired. All cancellations and requests for rescheduling must be received in writing and include the student's name, e-mail address and telephone number and sent to learn@extremenetworks.com.

You are responsible for ensuring that Extreme Networks receives your written request.

eLearning Classes

Students cannot cancel their eLearning course registration once their registration has been confirmed. The registration for an eLearning class requires Extreme Networks to ship hardware and therefore cancellation is not allowed without penalty.

If you wish to make a cancellation request, then the request must be received in writing and include the student's name, e-mail address and telephone number and sent to learn@extremenetworks.com.

You are responsible for ensuring that Extreme Networks receives your written request.

Exam Cancellation

Students cannot cancel their Exam course registration once their registration has been confirmed.

Cancellation for Customer Site Training Sessions

Customers or Partners can cancel or reschedule a Customer On-Site training engagement without penalty up to 30 calendar days prior to the course start date. Full charges will be applied if you cancel or reschedule fewer than 30 calendar days before the scheduled start date or if you fail to appear for the class.

Note: this only applies where Unit have not expired.

All cancellations and requests for rescheduling must be received in writing and include the customer's name, e-mail address and telephone number and sent to learn@extremenetworks.com.

You are responsible for ensuring that Extreme Networks receives your written request.

Cancellation By Extreme Networks

Extreme Networks reserves the right to modify course content, change course schedules, tuition, and cancel courses and or workshops for any reason we feel is justified. If we cancel a course or workshop, we will make every effort to notify you a minimum of 14 calendar days prior to the scheduled starting date. Please keep this cancellation policy in mind if you are considering non-refundable airline tickets. Extreme Networks is not responsible for travel, lodging or any other expenses you may incur as a result of such cancellation. If Extreme Networks cancels a course or workshop in which you were enrolled, you will be entitled to a full refund or you may reschedule attendance at the next available course or workshop. In the event of cancellation, you be contacted at the same e-mail address you provided when registering, so please be sure to furnish a valid e-mail address.