

Refund

We guarantee our courses to be free of defects, and will offer you a full refund of your purchase price if you experience a technical or content problem that we cannot resolve to your satisfaction. The term for refund eligibility for courses not yet completed extends for (30) days from the original purchase date. All completed courses are ineligible for refunds. Please note that any cancellation or refund will also remove access to courses specified, and any continuing education (CE) credits that you have earned from them will be lost.

Cancellation

No course will be cancelled or removed from the system as long as it is in use. A purchased course should be accessible at all times, until the purchase expiration date. If you have made a purchase in error, please contact our customer service at knowledge.connection.help@conduent.com. We can cancel your course and refund your purchase amount pursuant to the terms and conditions outlined in our Refund Policy.