



## **KeyStone Learning Systems LLC Return Policy**

If purchased directly from KeyStone: To initiate return authorization of your KeyStone Learning Systems courseware product for refund or exchange, please contact Support Services at: [support@keystonelearning.com](mailto:support@keystonelearning.com) within fifteen (15) days of the date of receipt. Please include your 4-digit order number. If not purchased directly from KeyStone: Please contact the vendor from which you purchased your KeyStone product. All returns are subject to the terms below.

### **Return Policy Terms:**

- To qualify for a refund within the 15-day period, KeyStone requires that the security sticker be intact.
- If the original security sticker are not intact, but the product has not been activated, an in-house credit and/or like dollar value exchange will be granted, provided that the material is returned in saleable condition within fifteen (15) days.
- KeyStone cannot issue any exchange, credit or refund for any activated product.
- KeyStone cannot accept returns for third-party items such as books, simulators, exams, third-party courseware, or hardware.
- KeyStone cannot accept returns on courses delivered online.
- KeyStone cannot accept returns on any Enterprise product.
- KeyStone does not accept returns on any licenses for VHS courses that have been opened.
- Shipping and handling charges are non-refundable.
- KeyStone reserves the right to refuse exchange or refund on packages arriving at KeyStone without a valid KeyStone RMA number.
- KeyStone reserves the right to refuse damaged or incomplete product for refund or exchange. The customer is responsible for insuring returned product for retail value replacement cost in the event of loss or damage by carrier.
- KeyStone must receive returns within fifteen (15) days of return authorization. Refunds and exchanges will be issued after the returned product has been received.
- A 20% restocking fee will be charged for all product refunds, returns and exchanges, regardless of whether or not any product has been opened, or whether or not access keys have been activated.
- Any requests for return or remedy after 15 days from date of receipt will be denied.
- Sales on all clearance items are final; no returns for exchange or refund will be accepted.