

# **Terms & Conditions – Authorized Service Representative Courses**

Document Version 1.0



[www.myfuelmaster.com](http://www.myfuelmaster.com)

<http://www.installer.learning.myfuelmaster.com/>

Syntech Systems, Inc  
100 Four Points Way  
Tallahassee, Florida 32305

Phone: (800) 888-9136  
FAX: (850) 877-9327  
Training Department: (800) 888-9136 EXT 1350

### Document Version History

Version	Date	Description
1.0	6/1/2023	Revised document for general use



Table of Contents

Introduction.....4

Courses.....4

Terminology .....4

1. Rescheduling Policy .....5

    A. Rescheduling Requests Made Fourteen Days or More Prior to Course Date .....5

    B. Rescheduling Requests Made Fourteen Days or Less Prior to Course Date.....5

2. Cancellation Policy .....6

    A. Cancellations by Registrant .....6

    B. Cancellations by the Syntech Training Department .....6

3. Extenuating Circumstances Policy.....7

4. Non-Attendance and Communication .....8

5. Refunds .....10

6. Substitution.....10



### Introduction

The Syntech Training Department understands that unforeseen circumstances can sometimes disrupt your training plans. We strive to provide our valued customers with the best possible service and flexibility. To ensure a smooth experience for both parties, we have developed this Rescheduling & Cancellation Policy. This policy outlines the guidelines and procedures for rescheduling or canceling any services or trainings provided by the Syntech Training Department.

We encourage you to carefully review this Rescheduling & Cancellation Policy. If you have any questions or concerns, please do not hesitate to reach out to our dedicated team. They will be more than happy to assist you and provide further clarification.

### Courses

The following Rescheduling & Cancellation Policy applies to the certification courses provided by the Syntech Training Department. Courses include:

- **Authorized Service Representative (ASR) Certification**
- **Authorized Service Representative (ASR) Recertification**

Further information about our courses is available at: <https://installer.learning.myfuelmaster.com>. If you have any questions or need assistance, please email the Syntech Training Department at [training@myfuelmaster.com](mailto:training@myfuelmaster.com)

### Terminology

In this document, we shall refer the following terms:

- *Registrants* - individuals who purchases and/or attends a certification course from the Syntech Training Department.
- *Rescheduling* - the process of making a change to an existing appointment, event, or service, wherein the original date and time are modified to a new agreed-upon date and time. It involves the adjustment of scheduling arrangements in order to accommodate changes in availability, preferences, or unforeseen circumstances.
- *Cancellation* - the act of formally terminating or voiding a previously scheduled training. It involves the deliberate decision to discontinue a course made for a specific date and time. All associated arrangements and obligations related to the original booking are nullified, and any payments or fees may be subject to specific terms and conditions outlined in this policy.
- *Extenuating Circumstances* - Unforeseen and exceptional situations or events that arise beyond a registrant's control, and have a substantial impact on their ability to attend a training or course. However, it is important to note that emergencies arising from employment, such as being assigned to another job, do not fall within the scope of extenuating circumstances.
- *Substitution* - the process of replacing a registrant with another registrant within a specific class or group. It involves the transfer of responsibilities, privileges, or designations from one person to another, while maintaining the essential nature and function of the class.



## **1. Rescheduling Policy**

This section outlines the policies and procedures for rescheduling ASR courses. It provides clear guidelines on the necessary steps to take when rescheduling, including deadlines and any associated fees or penalties. By understanding and adhering to these rescheduling policies, registrants can effectively manage their training schedule and ensure a smooth learning experience.

### **A. Rescheduling Requests Made Fourteen Days or More Prior to Course Date**

- **Expected Timeframe**

- 1.1 Registrants who wish to reschedule their course and provide a notice of at least fourteen days before the scheduled date are eligible to do so only once without incurring any additional fees.
- 1.2 Rescheduling requests must be submitted writing via email to the Syntech Training department.

- **Communication and Documentation**

- 1.3 Upon receiving a rescheduling request, the Syntech Training Department will communicate the availability of alternative dates to the registrant.
- 1.4 The registrant must confirm their preferred rescheduled date within a specified timeframe communicated by the Syntech Training Department. Failure to confirm within the given timeframe may result in the forfeiture of the rescheduling opportunity.

- **Accommodations and Additional Rescheduling**

- 1.5 Rescheduling requests will be accommodated based on seat availability and the availability of necessary resources for the desired alternative date. Please note that while every effort will be made to accommodate your request, the Syntech Training Department cannot guarantee placement in the desired alternate course.
- 1.6 If a registrant needs to reschedule a second time after the initial free rescheduling, a rescheduling fee of \$100.00 will be charged. This fee covers administrative costs associated with rearranging course logistics and ensuring the availability of resources.

### **B. Rescheduling Requests Made Fourteen Days or Less Prior to Course Date**

- **Expected Timeframe**

- 1.7 Rescheduling requests made within the 14-day period prior to the class start date will incur a rescheduling fee of \$100.00.
- 1.8 Rescheduling requests must be submitted writing via email to the Syntech Training department.

- **Communication and Documentation**

- 1.9 Upon receiving a rescheduling request, the Syntech Training Department will communicate the availability of alternative dates to the registrant.



- 1.10 The registrant must confirm their preferred rescheduled date within a specified timeframe communicated by the Syntech Training Department.
- 1.11 Failure to confirm within the given timeframe may result in the forfeiture of the rescheduling opportunity.

- **Accommodations and Additional Rescheduling**

- 1.12 Rescheduling requests will be accommodated based on seat availability and the availability of necessary resources for the desired alternative date. Please note that while every effort will be made to accommodate your request, the Syntech Training Department cannot guarantee placement in the desired alternate course.
- 1.13 If a registrant needs to reschedule a second time after the initial rescheduling, a rescheduling fee of \$100.00 will be charged. This fee covers administrative costs associated with rearranging course logistics and ensuring the availability of resources.

## 2. Cancellation Policy

This section establishes the policies and procedures for cancellations of the ASR courses. It outlines the necessary steps and timelines for cancellations, including any applicable fees or penalties. By familiarizing themselves with these cancellation policies, registrants can understand their responsibilities in the event of a cancellation and ensure a smooth and fair process for all parties involved.

### A. Cancellations by Registrant

- **Communication and Documentation**

- 2.1 Registrants must notify the Syntech Training Department of any cancellations as soon as possible. Cancellation requests should be made in writing via email and include the course details, registration information, and reasons for cancellation.
- 2.2 It is the registrant's responsibility to ensure that the cancellation notice is received by the Syntech Training Department.
- 2.3 The Syntech Training Department will retain records of cancellation requests and related correspondence for administrative and auditing purposes.

- **Refund Eligibility**

- 2.4 Upon cancellation, registrants should be aware that they will not be eligible for a full or partial refund. The no-refund policy is implemented to maintain transparency and consistency for all registrants in our training programs.
- 2.5 By adhering to this policy, we ensure fairness in the allocation of resources and uphold the integrity of our training operations.

### B. Cancellations by the Syntech Training Department

- **General Policies**

- 2.1 The Syntech Training Department is committed to making reasonable efforts in order to offer alternative enrollment options to all registrants affected by course cancellations.



- 2.2 Registrants hold the right to select from the various alternative options provided by the Syntech Training Department in such cases.
- 2.3 It is important to note that the Syntech Training Department cannot be held liable for any fees, expenses, or charges incurred by registrants related to trip cancellations or changes.
- 2.4 Refunds are generally not granted during cancellations unless specific circumstances warrant it as determined by the Syntech Training Department.

- **Communication and Documentation**

- 2.5 In the event that a course needs to be cancelled by the Syntech Training Department, all registrants will be notified writing via email at least 14 days before the scheduled class.

- **Substitute Course Creation in the Event of Cancellation**

- 2.6 In the event new course dates are created, all registrants from the cancelled course will be notified in writing via email of the new dates.
  - 2.7 The Syntech Training Department will try to ensure that the new course falls within the same calendar year of the cancelled course.
  - 2.8 The Syntech Training Department will provide comprehensive information about the course, including all relevant details and available scheduling options.

- **Transfer Enrollment to an Existing Course**

- 2.9 Should new course dates not be established, all registrants affected by a cancelled course will be given the opportunity to transfer their enrollment to an alternative course that is already scheduled and available, without incurring any additional fees.
  - 2.10 Please note that transfers are subject to availability. While the Syntech Training Department endeavors to accommodate all transfer requests, alternative courses may have limited seating capacity.
  - 2.11 Transfers must be made within the same calendar year as the cancelled course, unless exceptional circumstances warrant special exceptions.

## 3. Extenuating Circumstances Policy

This section addresses the policies and procedures regarding extenuating circumstances that may affect registrants' ability to attend or complete the training class. It provides a framework for handling unforeseen events or situations that may arise and impact participation. By establishing clear guidelines for handling extenuating circumstances, registrants can ensure fair and equitable treatment while maintaining the integrity of the course.

- **Reporting Absence**

- 5.1 Registrants experiencing extenuating circumstances are required to promptly notify the Syntech Training Department via email about their inability to attend the scheduled class. The email should include details of the extenuating circumstances, such as the nature of the emergency and any relevant supporting documentation.



- 5.2 It is crucial for registrants to communicate their absence as soon as possible to enable the Syntech Training Department to assess the situation and make necessary arrangements.

- **Evaluation and Arrangements**

- 5.3 Upon receiving notification of extenuating circumstances, the Syntech Training Department will carefully evaluate the situation to determine the appropriate course of action.
- 5.4 Based on the evaluation, the Syntech Training Department will make arrangements that may include rescheduling the missed class, providing access to relevant course materials, or offering alternative learning opportunities.
- 5.5 The registrant will be notified of the decisions and arrangements made by the Syntech Training Department in response to their extenuating circumstances

- **Associated Fees**

- 5.6 In certain cases, where additional resources or administrative efforts are required to accommodate the registrant's extenuating circumstances, associated fees may be added. The specific fees, if any, will be communicated to the registrant by the Syntech Training Department.
- 5.7 Registrants are responsible for promptly paying any associated fees as indicated by the Syntech Training Department.

- **Exclusions**

- 5.8 It is important to note that work-related situations, such as being pulled to work on a job site, do not qualify as extenuating circumstances under this policy. In the event of a work-related situation, the registrant will be considered as voluntarily cancelling their registration, and no refund will be provided.
- 5.9 Refunds will not be issued for class registrations affected by extenuating circumstances.

- **Documentation**

- 5.10 The Syntech Training Department will maintain records of extenuating circumstances reported by registrants for documentation and administrative purposes.
- 5.11 Registrants may be required email the Syntech Training Department with information about their situation in relation to the extenuating circumstances policy. Syntech Systems, Inc will not ask for any medical records or other sensitive information as sign of proof.

## 4. Non-Attendance and Communication

This section outlines the policies and expectations regarding non-attendance and communication for the training class. By adhering to these policies, registrants can demonstrate their commitment to the training class and ensure a positive and productive educational experience for themselves and fellow registrants.

- **No Call No Show**

- 6.1 If a registrant fails to attend a scheduled training session without prior notification or explanation, it will be considered a "no call no show."





- 6.2 A "no call no show" is a serious breach of attendance policy and may result in removal from the training program.

### ▪ Notification of Absence

- 6.3 Registrants are required to notify the training department in advance if they are unable to attend a scheduled training session.
- 6.4 Notification should be provided as early as possible, preferably before the start of the session, to allow for proper rescheduling and logistical arrangements.
- 6.5 Registrants must provide a valid reason for their absence, such as illness, personal emergency, or other extenuating circumstances.

### ▪ Communication Attempts for Absences on the First Day

- 6.6 In the event that a registered registrant is unable to attend, the Syntech Training Department will make reasonable efforts to establish contact. Email notifications will be sent as reminders and prompts for the registrant to notify us of their absence, along with a valid reason.
- 6.7 The Syntech Training Department will initiate the communication process by sending an initial email notification to the email address provided by the registrant.
- 6.8 If a registrant communicates their absence or attends the class before the lunch break, they will not be considered a "no call, no show" and will be allowed to participate in the remaining duration of the class.
- 6.9 In the event that a registrant fails to respond or attend the class before the lunch break, the Syntech Training Department will send a final email notifying the registrant of their observed absence and their subsequent removal from the class. Further details regarding removal from the class can be found in the "Removal from Class" subsection within this section.

### ▪ Communication Attempts for Absences After the First Day

- 6.10 In the event of a registrant's non-attendance, the Syntech Training Department will make reasonable attempts to contact the registrant. These email notifications will serve as reminders and prompts for the registrant to communicate their absence and provide a valid reason.
- 6.11 The Syntech Training Department will send three email notifications to the registrant's provided email address.
- 6.12 If a registrant fails to attend within one hour after the class has started, a member of **the Syntech Training Department will initiate contact through email and/or phone**. This communication serves as an attempt to ascertain the registrant's status and address any unforeseen circumstances.
- 6.13 **If no response is heard from the registrant after the initial email, a final warning email will be sent within one hour of the initial email.** This email explicitly notifies the registrant that their continued absence without communication will result in their removal from the course. It is important to note that, in such cases, the registrant will not receive refund for the course.
- 6.14 If we do not receive any communication from the registrant within two hours after the final warning email, **we will proceed to promptly remove the registrant from the course.**



### ▪ Removal from Class

- 6.15 If a registrant fails to respond to the three email attempts and does not provide a valid reason for their absence, they will be removed from the training class.
- 6.16 Removal from class due to non-attendance without proper communication will be at the discretion of the training department.
- 6.17 Registrants who are removed from the class due to a "no call no show" will not be eligible for a refund or rescheduling. More information can be found under out "Refunds" subsection in this section.

## 5. Refunds

This section outlines the refund policy for the training class, highlighting that the training department does not provide refunds under any circumstances. It establishes a clear understanding that once the payment is made, it is non-refundable. By emphasizing this policy, registrants are encouraged to carefully consider their enrollment and commitment to the training class, understanding that refunds will not be granted for any reason.

### ▪ Substitution as an Alternative

- 1. Instead of a refund, registrants have the option to request a substitution of the course to another individual within the same company.
- 2. The substitution request should follow the guidelines outlined in our Substitution Policy, ensuring that the replacement meets the necessary requirements.

## 6. Substitution

This section provides guidelines for registrants who wish to transfer their course enrollment to another individual, also known as a substitution. It highlights the option for registrants to select a suitable replacement who can attend the training class in their place. By offering this substitution policy, registrants have the flexibility to ensure their course enrollment can still be utilized, even if they are unable to personally attend.

### ▪ Approval Process

- 4.1 The substitution request must include the details of the substitute registrant, such as their full name, contact information, and position within the company.
- 4.2 Substitutions can only be made to individuals within the same company as the original registrant. The purpose of this restriction is to ensure that the knowledge and benefits gained from the training remain within the organization.
- 4.3 The Syntech Training Department will carefully review and evaluate each substitution request based on the provided information and the availability of seats in the desired class.
- 4.4 The approval or denial of a substitution request is at the discretion of the Syntech Training Department. Factors considered in the decision-making process may include class capacity, training prerequisites, and any specific requirements for the course.



- 4.5 The Syntech Training Department will communicate the approval or denial of the substitution request to both the original registrant and the proposed substitute registrant in a timely manner.

### ▪ Limitations

- 4.6 Each registrant is limited to one substitution for their class enrollment. Once a substitution has been processed and approved, further substitutions will not be permitted.
- 4.7 The purpose of this limitation is to ensure the stability and integrity of the training program, as well as to maintain fairness among all registrants.
- 4.8 It is the responsibility of the original registrant and the substitute registrant to communicate and coordinate any necessary information or materials related to the class enrollment transfer.
- 4.9 The substitution does not affect any other terms and conditions associated with the original registration, such as cancellation policies or eligibility for certification.

### ▪ Documentation

- 4.10 The Syntech Training Department will maintain records of approved substitutions for administrative purposes.
- 4.11 Registrants and substitute Registrants may be required to sign and submit relevant documentation acknowledging their understanding and agreement to comply with the terms of the substitution process.