Paul Mitchell The School Murfreesboro

INSTITUTIONAL REFUND POLICY

This policy applies to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

- Any monies due the applicant or student shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
    - An applicant is not accepted by the school. This applicant shall be entitled to a refund of all monies paid to the school except a non-refundable application fee. This policy applies regardless of whether or not the student has actually started training.
    - A Student (or in the case of a Student under legal age, their parent or guardian) cancels their contract and demands their money back in writing, within three (3) business days of signing the Enrollment Agreement. In this case all monies collected by the school shall be refunded except a non-refundable $20.00 application fee and $80.00 registration fee. This policy applies regardless of whether or not the Student has actually started training.
    - A Student who cancels his/her contract after three (3) business days of signing the Agreement but prior to entering classes is entitled to a refund of all monies paid to the School less a non-refundable $20.00 application fee and $80.00 registration fee.
    - A student notifies the institution of his/her official withdrawal in writing.
    - A student is expelled by the institution.
    - For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/owner in person.
    - Any used and/or opened items in the Paul Mitchell Technical Kit are considered unreturnable equipment due to sanitary reasons. Returnable equipment must be returned within 20 days of withdrawal, no exceptions. All returned equipment will be assessed a 25% restocking fee.
    - A student' on a leave of absence date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the student notifies the school that the student will not be returning.
- Any monies due a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 15 days and a determination is made to withdraw a student who has been absent from school for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
- When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
- All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment agreement.
- If a course and/or Program is cancelled subsequent to a Student's enrollment, and before instruction in the course and/or Program has begun, the School shall provide a full refund of all monies paid within 45 days notice of course and/or Program cancellation.

- If a course and/or Program is cancelled and ceases to offer instruction after the Student has enrolled and instruction has begun, the School shall either provide a pro-rata refund of all monies paid within 45 days of notice to the student; or provide completion of the course and/or Program; or participate in a Teach-Out Agreement.
- For students who terminate prior to completion, an administration fee in the amount of $100.00 may be assessed.
- A student's account may be sent to collections for nonpayment.
    - Collection procedures shall reflect ethical business practices.
    - Collection correspondence regarding cancellation and settlement from the institution itself, banks collections agencies, lawyers, or any other third parties representing the institution clearly acknowledge the existence of the Withdrawal and Settlement Policy.
    - If a promissory notes or contracts for tuition are sold or discounted to third parties, the third party must comply with the cancellation and settlement policy of the institution.
- If the school closes permanently and no longer offers instruction after a student has enrolled and instruction has begun, the school will provide a pro rata refund of tuition to the student.
  The following refund table distribution is used for all applicants due a refund. Upon withdrawal, drop or termination, a student may owe tuition or be entitled to a refund based on his/her scheduled hours:

Percentage Length Scheduled to Complete to Total Length of Program or Course	Amount of Total Tuition Owed to the School
0.1% - 4.99%	20%
5.00% - 9.99%	25%
10.0% - 14.9%	40%
15% - 24.9%	45%
25% - 49.9%	70%
50% and over	100%