

Cancellation and Refund Policies

Enovus University follows cancellation and refund policies that ensure transparency and fairness throughout the payment reimbursement processes, for students who leave their program. These policies protect students' rights by providing clear guidelines on procedures, timelines, and refund amounts, ensuring all refunds are issued proportionally and in compliance with applicable regulations.

The cancellation policy allows students five-business days to cancel their enrollment after they sign their enrollment agreement, referred to as the "cooling-off period." During this period, students may cancel their enrollment without penalties or associated costs and receive a refund of all monies paid.

Cancellation Policy and Process

Students have the right to cancel their enrollment at any time up to the fifth calendar day after signing this Enrollment Agreement and receive a refund of all monies paid (excluding the \$75 application fee). Notification of cancellation may be conveyed to the University in any manner; however, written is preferred. Students should provide the following information when submitting a written cancellation notice.

- Full Name
- Student ID Number
- Enrollment Date
- A clear intent to cancel.

This request must be submitted within five-business days after signing the enrollment agreement by email, telephone, or the student portal to receive a refund of all monies paid.

Full Refund: Any payments made, including tuition, administrative fees, and other related costs, will be fully refunded for students who cancel within five-business days after signing the enrollment agreement. The University processes all refunds within 30 business days of receiving students' cancellation request.

Withdrawal Policy and Process

Students may withdraw from their program of study for any reason and receive a refund based on the refund schedule provided below. Students dismissed by the University for failure to adhere to conduct standards or meet its academic or financial obligations shall receive a refund as outlined in the refund policy. Notification of withdrawal may be conveyed to the University in any manner; however, written is preferred. Students should provide the following information when submitting a written withdrawal notice.

- Full Name
- Student ID Number
- Enrollment Date
- An explanation of the reason for withdrawal.
- Supporting documents, such as medical certificates, if applicable.

Processing and Timelines

- The University processes refunds within 30 business days of receipt.
- Refunds are issued via the original payment method unless the student explicitly requests an alternative method in its formal refund request.

Refund Policy

For withdrawals after the five-business days cancellation period, Enovus University calculates refunds using the date of withdrawal or the date of dismissal for failure to abide by conduct standards or meet academic or financial obligations. The University processes any refunds due to students within 30 days of the date of withdrawal.

Students participate in five, eight-week terms per year. Annual Program Tuition is charged based on an assumed enrollment in two courses per term (e.g. the per-term cost basis for refunds is 20 percent of Annual Program Tuition). Students do not receive a refund for any terms already completed and refunded 100 percent of per-term costs for any future terms in the contract period. Refunds for the current term at the time of withdrawal or dismissal are calculated as follows:

Refund Schedule

Term Week	Program Cost % Retained by Enovus	Refund % to Student
Week 1	20%	80%
Week 2	40%	60%
Week 3	60%	40%
Week 4	80%	20%
Weeks 5-8	100%	0%

Exclusions

All instructional materials, such as books, software licenses, laboratory kits, and other goods are included in the costs of tuition.

Sample Refund Calculation (Paid in Full)

If a student paid their Annual Program Tuition of \$2,250 in full at the time of enrollment and formally requests to withdraw during week three of Term 2, Enovus University refunds the student \$1,530 (\$0 for Term 1, \$180 for Term 2, and \$1,350 for Terms 3-5).

Sample Refund Calculation (Monthly Installments)

If a student elected to pay Annual Program Tuition in monthly installments ($\$2,250 / 12 = \187.50) formally requests to withdraw during week three of Term 2, the student owes Enovus University \$157.50:

Amount Retained by Enovus University for Term 1	\$450.00
Amount Retained by Enovus University for Term 2 (60% x \$450)	\$270.00
Total Amount Owed to Enovus University	\$720.00
(minus) Amount Student paid as of withdrawal date ($\$187.50 \times 3$)	\$562.50
Remaining Amount Owed to Enovus University	\$157.50

Institutional Oversight

The Finance Office oversees the implementation of this policy, ensuring compliance with state and federal regulations. An annual review ensures this policy remains updated and aligned with legal requirements and operational needs.