



## Training Cancellation Policy

If you are registered for a class but can no longer attend, you can nominate another participant to take your place. All requests should be sent via email to [sda\\_training@teledyne.com](mailto:sda_training@teledyne.com) at least one week before the class begins. We require that the new attendee's full name (first, middle and last), business address, email address and telephone number be provided.

If you cannot be present the first day of class but will arrive later, you must notify Teledyne API Customer Service or you will be considered a "NO-SHOW".

Cancellations received at least 15 days before the start of training are refundable for Teledyne API training credits minus a service fee of \$50. These training credits are valid for 1 year after issue and can be used for future trainings. Cancellations received within 15 days of the start of training are not refundable. NO-SHOWS are non-refundable.

Teledyne API reserves the right to cancel any training class at any time up to 15 days in advance, due to an insufficient number of participants, or for any other reason. Please keep this cancellation policy in mind if you are considering purchasing non-refundable airline tickets. Teledyne API will not be responsible for travel, lodging or any other expenses you may incur for such situations. On the rare occasion that we must cancel a training session:

- We will post an update to the Teledyne API website as soon as possible to reflect the training class cancellation.
- Those already registered will be sent an e-mail notification of the cancellation and a full credit or refund will be given for any fees already paid.
- Those affected will be given priority access to open spots at future training classes.
- Teledyne API can customize a training class for your specific need. Off-site training is also available at your location. Please contact us to arrange your custom training.

Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is strictly limited to Seller's Terms and Conditions of Sale, which can be found at [www.teledyne-api.com](http://www.teledyne-api.com).

We are continually upgrading our training programs to satisfy the requirements of our customers. Please let us know if you have any special training needs and we will do our best to accommodate. Our goal is to provide our customers with a thorough knowledge of Teledyne API instruments.

If you have questions regarding training or any Teledyne API instruments, please contact a Teledyne API Customer Service representative by phone at +1 858 657 9800 or email [sda\\_training@teledyne.com](mailto:sda_training@teledyne.com).