



WetStone's Training Policy Q&A

1. What happens if I can't make the scheduled class time?

Rescheduling requests received 24 hours prior to the training class will result in a credit toward attendance at a future scheduled course. Rescheduled training classes must be completed within 12 months of the original booked training class.

2. If I need to reschedule my training class, how do I do that?

Reschedule requests must be received by email. Send rescheduling requests to sales@wetstonetech.com. You will receive an acknowledgement email within 2 business days.

3. What happens if I don't show up for the class and don't notify my Account Executive?

Failure to attend a class will result in forfeiture of the course fee.

4. If I am registered for the training and I am unable to attend, can I send a substitution?

Yes, substitutions can be made at any time.

5. What if WetStone cancels a class?

You will be entitled to a full refund.

6. What if I register for a class and then change my mind?

All training sales are final; however your class fee can be used toward other WetStone training classes or products, provided that you provide proper notices (see # 2 above).

7. What happens if I take the certification exam and fail?

You may schedule a make-up exam, the fee is \$50. Only one make-up per training class is allowed.