



Mullins International Academy
PO Box 788
Ellenwood, GA 30294
404-429-6341

Refund Policy

Mullins International Solution offers online courses under the Mullins International Academy brand. This policy details the cancellation, withdrawal and refund instructions.

Cancellation:

Students must email donna@mullinsintlsolutions.com **prior** to the start of the course to cancel and receive a full refund, less a \$200.00 administrative fee.

Withdrawals:

Withdrawal BEFORE Midterm (Week 4) –

Students withdrawing for hardship reasons (see eligibility below) must email donna@mullinsintlsolutions.com **prior** to starting any Week 5 assignments. Withdrawals approved before midterm will receive a 50% credit on tuition, less a \$200.00 administrative fee. Your login capabilities will be discontinued and you may no longer attend class once you have officially withdrawn.

Withdrawal AFTER Midterm (Week 4) –

Students withdrawing for hardship reasons (see eligibility below) must email donna@mullinsintlsolutions.com **prior** to starting the Final Exam. Withdrawals approved after midterm will receive a credit on tuition, less a \$200.00 administrative fee, as noted below. Your login capabilities will be discontinued and you may no longer attend class once you have officially withdrawn.

- Withdrawal in Week 5 will receive 25% credit, less administrative fee noted above
- Withdrawal in Week 6 will received 10% credit, less administrative fee noted above
- Withdrawal after Week 6 is not permitted

Students withdrawing from class will be ineligible to take the Final Exam. No grade will be given to students who withdraw and the student may not sit for the NEI Customs Certified Specialist (CCS) exam. Students withdrawing may attend a future cohort when the full tuition payment is received.

Hardship Withdrawal Request

Students who experience an unexpected event or circumstance beyond their control that directly interferes with their ability to continue to make satisfactory progress in class, such as serious illnesses or unexpected major life events, may petition for a hardship withdrawal.

In order to be considered for a hardship withdrawal, the student must have been passing the course at the time that the emergency or other hardship arose and notify his or her instructor about the hardship situation as soon as possible after it arose (passing is defined as a grade of 75 or above).

Mullins International Academy
PO Box 788
Ellenwood, GA 30294
404-429-6341

Hardship requests that are not filed in a timely manner are subject to denial even if the student was passing and the hardship was legitimate. Students who attend class through the end of a term are not eligible for hardship withdrawal.

Hardship withdrawal requests must be supported with documentation of the hardship. Justification for Hardship Request: Reasons must be succinctly stated in your own words. Be sure to specify the date the hardship arose. Documentation from your physician, employer, etc. should be attached. Additional documentation and/or explanation may be required. You may attach additional documentation as needed.

To be eligible for a hardship withdrawal, a student must meet **ALL** of the following criteria.

- Experienced an emergency or other unanticipated hardship that makes continuation in the course ill-advised.
- Must have a passing grade in the course at the time the emergency or hardship arose.
- Acted responsibly by notifying his or her instructors about the hardship situation as soon as possible after it arose.
- Filed the hardship request with the appropriate dean as soon as it is feasible to do so. Hardship requests that are not filed in a timely manner are subject to denial even if the student was passing and the hardship was legitimate.
- Hardship withdrawals will only be considered prior to the last day of class. You may not file a hardship withdrawal once final exams have begun.
- Submit the hardship request prior to the end of classes for which the hardship withdrawal is being requested. Requests for a hardship withdrawal will not be considered once final exams have started.
- Hardship withdrawals will only be considered for the current cohort. You may not retroactively request a hardship withdrawal for a previous cohort already completed.

The following are examples of circumstances that do not constitute “hardship”:
getting behind due to taking on more than one can handle, doing poorly in class due to inadequate background, difficult material, or poor time management; taking extensive time away from class for a personal situation that could have been handled more expeditiously with a minimum of class interference.

Refunds will be issued within 30 days from the approval of the withdrawal.