RISE Up Return and Extension Policies

Effective Date: August 31st, 2026

We are committed to providing high-quality educational resources. To ensure customer satisfaction, this document outlines the policies and procedures for returns and extensions.

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Licenses - Returns

Exchanges are not permitted. Eligible items may be returned in accordance with this policy for a refund. Customers wishing to obtain a different product must submit a return request and place a new order separately.

Eligibility: Licenses are eligible for return if they remain unused, meaning the license status must be “Unallocated,” “Allocated/Unassigned,” or “Assigned/Not Started” in the RISE Up portal.

Window: License returns must be requested within 5 days of purchase. This policy allows no exceptions.

Process: To request a return, contact the RISE Up customer support team. You will need to provide proof of purchase (such as an order number or receipt) and a reason for requesting a return.

The RISE Up customer support team will review all return requests to determine whether a refund will be provided.

Once a refund is approved, the RISE Up customer service team will process it to the original payment method or another method agreed upon by both parties. Please allow up to 30 days after processing to receive your refund.

Non-Returnable Items: Licenses are not eligible for return if the purchase was made more than five days prior to the return request, or if the license status is “Used,” “Started,” or “Expired.”

Licenses - Validity and Extension Policy

License Duration: Each license for courses and exams grants access for one year from the **purchase date**, independent of the date of first use. License expiration date is determined only by the purchase date.

For clarity, the date of first use of a license has no impact on the expiration date. For instance, a license purchased on 8/20/2025 will expire on 8/19/2026, irrespective of the initial usage date.

If a license expires before or during use, purchasing a new license through the RISE Up portal is required.

No Bulk Extensions: We do not offer bulk license extensions for soon to expire or expired licenses.

Exceptions: We may consider extension requests under exceptional circumstances for a single license (e.g., prolonged medical leave or another serious and verifiable reason). Requests must be submitted **before** the license expires and will be reviewed individually by the RISE Up customer support team.

Any approved extension will not exceed 30 days beyond the original expiration date.

Printed Materials - Returns

Eligibility: Physical textbooks and instructor guides are only eligible for return if they remain in new and unused condition, meaning they must be completely free of any markings, damage, or signs of use.

Window: Returns for printed materials must be initiated within 14 days of the purchase date. This policy allows no exceptions.

Process: To request a return, contact the RISE Up customer support team. You will need to provide proof of purchase (such as an order number or receipt) and a reason for requesting a return.

You are responsible for the cost of shipping to return any printed materials. We will process your return only after receiving your printed materials and confirming they are in acceptable condition. A refund will be made for the original purchase amount less the original shipping costs, which are not refundable.

Non-Returnable Items: Any printed materials that were purchased more than 14 days before the return request is initiated and any printed materials showing any signs of use or damage.

Printed Materials - Incorrect or Missing Items

We are committed to fulfilling all printed materials orders with accuracy and efficiency. However, if you receive incorrect items or find that items are missing from your order, we are committed to resolving the issue as quickly as possible. Please review the following guidelines to understand the steps to take in these situations.

Incorrect Items Received: If you receive a printed item that is incorrect or not what you ordered, please follow these steps:

- Notify the RISE Up customer support team within 5 business days of receiving your printed materials shipment. Be prepared to provide your order number, a description of the incorrect item(s) received, and any relevant photos or documentation.
- After verification, we will provide instructions on how to return the incorrect printed item(s) you received at no cost to you. We will issue a prepaid return shipping label for you to send back the item.
- Upon receipt of the incorrect printed item(s), we will either ship the correct item(s) to you at no additional cost or issue a refund, based on your preference and product availability.

Missing Items from Order: If any printed items are missing from your order, follow these steps:

- Notify the RISE Up customer support team within 5 business days of receiving your printed materials shipment. Be prepared to provide your order number, a description of the missing items, and any relevant photos or documentation.
- After verification, we will either ship the missing item(s) to you at no additional cost or issue a refund for the missing item(s), depending on your preference and product availability.

Shipping Errors: In the rare case that a printed item/package is lost during shipping, we will work with the shipping provider to investigate the issue. If the item is confirmed lost, we will replace the lost item or issue a refund.