

Delivery, Returns, Refunds and Exchanges Policy

Delivery

All books are shipped within 10 business days Monday - Friday 8am - 5pm.

All ebooks links are furnished within 24 hrs of receipt of payment.

All online training program participation access is furnished within 24 hrs of receipt of payment.

Workshops are not available for purchase online. Contact info@dynskills for more information.

How to Return an Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item within 5 days of your purchase.

1. Please email admin@kcitraining.com to request a refund and we will assign you a return authorization #.

Return Exceptions

Some items cannot be returned. These include online training program participation. Contact drich@kcitraining.com concerning any technical difficulties.

Exchanges

Some items cannot be exchanged.

Payment Policy

Accepted Methods of Payment Credit Card (Visa, Master Card, American Express, Discover) Check/Money Order

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

Mailing Address For Check/Money Order

KCI Training
3697 Wagon Wheel Way
Park City, Utah 84098

Delivery of training program participation:

When an order is placed you will receive an order confirmation, as soon as the funds are made available we will furnish an electronic link to download your products. Username and Password information will be furnished in this email.

Training programs are sold as a single use, individual user, program unless part of a group sale. As the participant certifies that they have completed the program, further access to the program will be denied.

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All online training program participation access is furnished within 24 hrs of receipt of payment.

Workshops are available for purchase online, but scheduling and additional participant costs must be discussed prior to the workshop by calling KCI at 435-214-7995. Contact admin@KCItraining.com for more information.