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Unilytics Services Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email with the word cancellation or reschedule in the subject line to support@unilytics.com. These requests are not accepted by phone or voicemail.
- Services are confirmed when payment information is verified.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date you shall pay Unilytics 50% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Unilytics.
- If you cancel or reschedule an engagement within five (5) business days of the Start Date you shall pay Unilytics 100% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Unilytics.

Unilytics Onsite Training Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email with the word cancellation or reschedule in the subject line to support@unilytics.com. These requests are not accepted by phone or voicemail.
- Onsite Training is confirmed when payment information is verified.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date you shall pay Unilytics 50% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Unilytics.
- If you cancel or reschedule an engagement within five (5) business days of the Start Date you shall pay Unilytics 100% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Unilytics.

Unilytics Instructor-led Classroom Training Cancellation Policy

- Requests to cancel or reschedule a class must be submitted via email with the word cancellation or reschedule in the subject line to support@unilytics.com. These requests are not accepted by phone or voicemail.
- Registrations are confirmed when registrant information has been received in full and payment information is verified.
- You may substitute registered course attendee(s) without charge.
- You may cancel or reschedule a class at no charge up to 6 business days before the class Start Date.
- If you cancel a class within one to five (1-5) business days the Start Date you will forfeit 100% of the cost of the class. If you paid for the class with a purchase order you will be billed 100% of the class fee.
- No shows will forfeit 100% of the cost of the class.

Cancellation by Unilytics Software

- Unilytics reserves the right to cancel any class due to insufficient enrollment by providing notice to you at least six (6) business days prior to scheduled commencement date.
- In the event of cancellation by Unilytics, you may elect to receive a full refund of registration fees paid or credit toward alternative class.
- Unilytics will not be responsible for non-refundable transportation, lodging, or other costs related to a cancelled class.