



Refund and Substitution Policy

Course Refund Policy

Requests for refunds must be made a minimum of 2 business days prior to course start date **and** within 45 days from the date of purchase.

Refund requests must be emailed to: certification@deq.virginia.gov with proof of purchase.

Course Substitution Policy

Course enrollment changes must be made prior to the first day of course. You are welcome to:

1. Substitute another individual for the enrollment, or
2. Request enrollment in another course of same cost (subject to availability)

Enrollment changes should be emailed to: certification@deq.virginia.gov

Exam Cancellation Policy

Please see the cancellation policy in the [Candidate Information Booklet](#).

Recertification Refund Policy

Individuals who believe an incorrect online transaction was processed through CATS can request a recertification refund by emailing: certification@deq.virginia.gov.