

Refund Policy

Eligibility

- **Effective January 1, 2026** - The Materials and Tests Unit must be notified **at least 10 days before** the course start date if a registrant needs to be withdrawn from class. If the 10-day notice is met a refund will be processed.
- Refund requests submitted **after the 10-day deadline** will not be eligible for a refund.
- Registrants who miss the deadline will need to register and pay for another class if they wish to attend at a later date.

How to Request a Refund

1. Complete the refund request form.
2. Email the completed form to all three individuals: Sandra Williams, Lorena Castaneda, and Rosa Hernandez.
3. Submit the form immediately. Delays in returning the form may result in rejection of the refund request due to timing.

Notification and Processing

- You will be notified by email once the refund request has been approved or denied.
- If approved, the refund will be processed to the original credit card used for payment. Refund transactions generally appear within 3–5 business days. If you have any questions please contact our admin training group for assistance.

Admin Training Contact Information:

Sandra Williams: 919-810-3654 | ext-shwilliams3@ncdot.gov
Lorena Castaneda-Alvarado: 919-329-4241 | lcalvarado@ncdot.gov
Rosa Hernandez: 919-329-4240 | ext-rihernandez@ncdot.gov