ZEISS US & Canada Cancellation Policy

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Cancellation Policy

Cancellation by Registered Student:
Participants who have been confirmed for a specific training course may reschedule or cancel their reservation(s) without penalty up to ten business days (2 weeks) before the scheduled class start date either by phone or written notification. Participant substitutions may be made at any time prior to the course start date by notifying **softwaretraining@zeiss.com** or calling our support line at **1-800-327-9735**.

Participants who cancel or move a confirmed enrollment less than 10 business days (2 weeks) before the class and fail to provide a replacement will be billed for 100 percent of the class list price or forfeiture of existing training credit(s). Participants who fail to appear for training as scheduled will be billed for 100 percent of the class list price or forfeiture of existing training credit(s).