

# CANCELLATION AND REFUND POLICY

Last Updated: January 15, 2021

Thank you for trusting MS CYRIGO INC with your Cyber Security Solutions.  
Please read this policy carefully. This is the Cancellation and Refund Policy of MS CYRIGO INC.

## CANCELLATION POLICY

We require written notice 10 business days prior to the start date of the course from the following Authorizers:

- MILITARY
  - Company Commander
- CIVILIAN
  - Authorized Official
- CONTRACTOR
  - Authorized Official
- PRIVATE SECTOR
  - Authorized Signature Official

*Email approval must be received from MS CyRIGo staff to confirm the cancellation is official.*

## REFUND POLICY

- Refund Schedule
  - 10 Days or More
    - 100% of the Cost
  - 9 - 5 Days
    - 50% of Cost
  - 4 - 0 Days
    - 0% (No Refund)

*There is no charge to reschedule courses.*

## ETP REFUND POLICY

Our team will review all refund request and approve or deny based on our documentation requirements and terms of agreement.

- MILITARY
  - Essential Employees Only
- CIVILIANS
  - Emergency Conditions Only
- CONTRACTOR
  - Essential Employees
- PRIVATE SECTOR
  - Case by Case Basis

## CONTACT US

If you have any questions or concerns about our Cancellations or Refunds Policy, please contact us:

By phone number: 2027809794

By email: [info@mscyrigo.com](mailto:info@mscyrigo.com)

By visiting this page on our website: [www.mscyrigo.com](http://www.mscyrigo.com)