

Procedure for Ordering Replacement Certification Course Materials

If a Learner loses any Certification Course Materials the follow steps can be taken to replace them:

- Email Lisa Blackburn (lisab@teepasnow.com) with the following information
 - Learner Name, email and mailing address (this is necessary to calculate accurate shipping costs)
 - Certification type and year
 - Items that need to be replaced
- Lisa will email the Learner with the total cost including shipping (see Cert Materials Replacement Cost 2018 for replacement fees)
- If the Learner would still like to replace the items, Lisa will email Dan requesting an invoice
- Dan will email the Paypal invoice to the learner
- Once the invoice has been paid, Dan will notify Lisa
- Lisa will ship the items. Ship time is 5-14 days