



Student Refund Policy

Thank you for purchasing our products at <https://code1mx.com/> operated by Code 1 Maintenance. Please find below the criteria to be met prior to a refund approval:

If you decide to cancel your class enrollment, you may request for a refund prior to the completion of a day of class. Keep in mind that this refund request must take place within 120 calendar days from the invoice's paid date.

Once you attend any of the class dates, you will no longer be eligible for a refund. In addition to that, after the 120-day period no refund request will be valid. To clarify: Once any student has attended any class date, no refunds will be issued regardless of the 120-day period.

Please Note: If you are an AFCOOL or ArmyIgnite Student please contact our office for additional process guidelines. No refund will be issued directly to the airmen or soldier using credentialing assistance. Refunds will be issued through AFCOOL or ARMYCOOL.

No Show Policy

No call, no show is considered an absence. A 48 hour notice is required prior to the scheduled class date. Without notification to Code 1 Maintenance 48 hours prior, refunds will not be issued.

AFCOOL Refund Request

In addition to the above criteria Airmen are required to contact AFCOOL stating their request and reasons for refund (Typically students inquiring on AFCOOL funding must use AFVEC messaging to contact their office). Refunds will not be provided without the prior approval of AFCOOL and will only be processed with the following items provided:

- Documentation (ex: photo, screenshot) of email communication from AFCOOL showing a refund request has been received and approved.

ARMY Ignite Refund Request

(As of 07/01/2023) Above refund guidelines do not apply please see below.

Army Ignited is eligible for a refund prior to the class, the student must request Army Ignited to cancel his funding request and for his CA to be reimbursed. Per ArmyCool guidelines, students have 365-days from funded to complete enrolled course. Refunds will only be provided to the ACAPO account with the prior approval of ArmyCOOL.

If you have any additional questions and would like to request a refund, please contact us at:

Tel: +1 (520) 542-2771

Email: admin@code1mx.com

* ArmyCOOL Contact: <https://coolcontactus.com/ContactUs?service=A&subject=C>