Refund and Cancellation Policy — Adult Driver Education (Online)

This policy implements Texas Education Code Chapter 1001, Subchapter I and 16 TAC §84.200. It is disclosed before payment, acknowledged at enrollment, incorporated into the student enrollment contract, and applied uniformly.

1. Cancellation within three days

A student who cancels within three business days after signing the enrollment contract receives a full refund of all amounts paid, regardless of progress.

2. Withdrawal or termination after three days

- The refund corresponds to the actual instructional hours not provided (16 TAC §84.200(b)), computed pro rata from the 6 scheduled clock hours.
- An administrative fee of no more than $50 may be retained as permitted by Texas Education Code §1001.403.
- Once the course is fully completed and the certificate issued and reported, the full contract charge has been earned and no refund is due.

3. Provider-caused failure

If the provider discontinues the course, loses its authorization, or a substantial technical failure prevents delivery, every affected student receives a full refund of unearned charges without having to request it, or, at the student's option, completion of the course.

4. Mechanics and timing (16 TAC §84.200(c)–(f))

- Approved refunds are paid within 30 days of the refund request or termination.
- Refund documentation is completed and filed in the student record within 75 days of termination.
- Every refund identifies the student to whom it is assigned; refunds are issued to the original payment method.
- Unpaid refunds accrue interest at 10% per year per Texas Education Code §1001.404.
- All funds received from or on behalf of a student are recorded in a format readily accessible to Department representatives.

5. How to request

Email help@cortova.net or call (682) 356-6787. Requests are acknowledged within two business days.

Complaints regarding this provider or this course may be directed to: Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 · Telephone (800) 803-9202 or (512) 463-6599 · Relay Texas–TDD (800) 735-2989 · Website www.tdlr.texas.gov/complaints · Email customer.service@tdlr.texas.gov.