

**Scientific Learning Corporation**  
**Refund Policy** for Fast ForWord® and Reading Assistant Products  
Licensed to Private Providers Under Per Student Licenses (US / Canada)  
Revised Effective November 14, 2019

This Refund Policy supplements the terms under which Scientific Learning Corporation ("SLC") provides certain licenses to use certain SLC products to private providers in the United States or Canada. Those terms remain in full force and apply to this Policy.

**Products Covered by this Policy**

The following products, when licensed by private providers in the United States or Canada under a per student license, are covered by this policy (Covered Products):

- Fast ForWord family of products
- Reading Assistant

**Refund**

Subject to the terms below, the administrator who purchased a per student license for an SLC Covered Product may obtain a refund of the applicable license fee if and only if the administrator requests the refund within *five (5) calendar days of the date the license is purchased by the provider* (the license activation date). **No refund is available for any reason after the fifth (5<sup>th</sup>) calendar day after the provider's license activation date.**

**Procedures; Contacts**

To request a refund under the terms of this Policy, provide all of the information required to substantiate your request to SLC within the required time period at:

Scientific Learning Corporation  
Customer Support  
(888) 358-0212  
E-mail: [support@scilearn.com](mailto:support@scilearn.com)

For more information, or to request a waiver of the requirements of this policy, please write to:

Scientific Learning Corporation  
1956 Webster St., Ste. 200  
Oakland, CA 94612  
Attn: Private Channel Relations

All letters requesting waivers should include: participant's name; participant's ID number; dates during which the participant used the product; name and Organization Number of the provider who administered the product; and reason why a waiver should be considered.

**This Refund Policy, together with the applicable terms under which SLC provides licenses to use and authorizations to administer SLC Covered Products state SLC's only obligations with respect to the Products, and SLC does not have any liability or responsibility with respect to the Products except as expressly stated in this Policy and those Agreements.**

**This Policy does not provide a right to a refund:**

- For any product licensed under a site or workstation license or any other type of license that does not limit the number of users of the product;
- To any person other than an authorized private provider of SLC products located within the US or Canada. Private providers are speech and language therapists, educational therapists or other professionals who have been trained and authorized by SLC to administer Covered Products; or
- To any educational institution or for any license the purchase price of which is funded by an educational institution.

**This Policy is subject to change by SLC, at its sole discretion, at any time. Such changes may be effective retroactively.**