



Admissions and Records  
 1202 W. Thomas Road  
 Phoenix, Arizona 85013  
 Office: 602.285.7777  
 Fax: 602.285.7813

## Refund Appeal Exception Request

**Please print all information requested. Submit the completed form with ALL appropriate documentation to Admissions and Records. Allow 3 weeks for processing.**

LEGAL NAME (LAST, FIRST, MIDDLE)	SEMESTER OF ENROLLMENT 20__
STUDENT ID or SS#	<input type="checkbox"/> FALL <input type="checkbox"/> SUMMER I <input type="checkbox"/> SPRING <input type="checkbox"/> SUMMER II
MAILING ADDRESS	APT#
CITY	STATE
	ZIP CODE
HOME PHONE	BUSINESS PHONE
	EXT.

**Reason for Refund Exception: (Check One)**

- Military Service:** Copy of orders is required documentation for refund.
- Serious Personal Illness:** Letter from qualified health care provider, must indicate that the student is unable to continue attending classes.
- Serious Illness or Death of a family member:** Documentation must be included with request.
- Other (Specify):** Please provide written explanation and attach back-up documentation that may assist in the review of the request.

*Students are encouraged to review their Financial Aid and/or Veteran's benefits **prior** to dropping classes or withdrawing from the semester.*

Subject and Catalog Number (ENG101)	Class Number (13245)	Class Start Date	Drop/Withdrawal Date	Last Day Attended

In order for the college to understand why you were unable to withdraw by the posted refund deadline date, you must provide a written explanation and attach documentation to substantiate your request. Your statement and documentation should clearly define why Phoenix College should grant you an exception to the refund policy.

**Do not write below this line- Office Use Only**

Approved: Yes  No  Prorated  by: \_\_\_\_\_  
Name
Date

Reason Denied: \_\_\_\_\_

## *Instructions for requesting A REFUND EXCEPTION*

It is the responsibility of our students at Phoenix College to be aware of the refund policy as stated (AR2.2.10) on page 47 in the college catalog and in the class schedule. Refund deadlines are based on the official start date of the class and the duration of the class. The refund deadline does not change if a student enrolls after the class has started.

After the deadline, you may request a refund if you are unable to complete a class/semester for reasons beyond your control, such as a medical emergency, family death or military commitments. A change in work schedule, child care, semester workload or failing a course is NOT a valid reason to request a refund beyond the deadline.

Students who may be experiencing academic difficulty in a course are encouraged to seek assistance with the instructor or through other student services available on campus. Students who may be experiencing difficulty with an instructor should follow the instructional grievance policy as listed in the college catalog.

In order to review your circumstances, the following items are required. All three items listed below MUST be submitted at the same time.

1. Completed Refund Exception Request form (on the reverse side).
2. A written explanation of the circumstances for requesting a refund beyond the deadline date.
3. Attach documentation to support your request (i.e. medical documentation completed by a physician, copy of military orders, copy of a death certificate or other death notice, etc.

**Incomplete or undocumented requests will not be reviewed.** If your request is approved it may not relieve you of your financial obligation and may affect financial aid or veteran's educational benefits.

All items must be attached to the Refund Exception Request Form and be submitted to the Admissions and Records Office. Written notification of the decision will be mailed to your address of record. Student is responsible for updating their address via my.maricopa.edu student center. Allow **three weeks** for processing.