

Expert TA, LLC - Return Policy (Online Homework Access Codes)

Revised 2/19/2024

Expert TA access codes are not tied to any particular term and are valid until redeemed for payment in a class.



Refunds and exchanges can be processed under the following circumstances and according to the following procedure.

1. Refunds and Exchanges cannot be done more than 90 days after the first day of the term they were purchased for.
2. The store must contact us via email, at support@theexpertta.com, to request a return or exchange. The email must contain the 16-character Access Code (or codes) that are being returned.
3. If returning codes by mail, the return must be pre-approved via email at support@theexpertta.com. Failure to obtain approval before returning codes will result in the codes being returned to the store with a new invoice.
4. The invoice (or invoices) the codes were purchased on must be paid before any refund can be approved and processed.
5. Expert TA will deactivate the returned code and, if required, supply the store with a new access code.
6. All returns are subject to a 25% processing fee and any return initiated over 30 days from the start of the term is subject to an additional 25% late return fee.
7. Expert TA will issue and mail a check for the approved refund amount. Please make sure to include the best mailing address and whom the check needs to be made out to in your email to us.
8. Expert TA will not bear responsibility for any shipping costs associated with exchanges.

For questions regarding our return policy please contact us at,

Expert TA, LLC
1516 South Boston Avenue
Suite 215
Tulsa, OK 74119

Phone: +1 918-200-9064

Email: support@theexpertta.com