

Refund Policy



Due to the nature of this product there are **NO REFUNDS** once the student is enrolled. As outlined in the terms of service, which was agreed upon at purchase, the enrollee is responsible to testing computer equipment. Computer must be tested prior to enrollment. Test computer at <http://spruceschoolofrealestate.com/testvideo/>. The test confirms the computer software will properly play on the user's computer prior to enrollment. Make note to test video playback, a COMPUTER is required. DO NOT USE A MOBILE DEVICE TO TEST YOUR COMPUTER. Once enrolled, the educational software used within the course is reported by some users to function on mobile devices. However, there may be some limitations. This program was developed for DESKTOP PC or LAPTOP, either Macintosh or Windows based. Some third-party apps like "puffin browser" allow the interactive lectures to work well on a mobile device. We recommend using a desktop or laptop device for the tested /developed reliability one might expect. Also, agreed in the terms of service is that the enrollee acknowledged that it is necessary to take and pass a background check for the West Virginia Real Estate Commission to consider your application. There are many requirements that must be met to get your real estate license. Spruce School of Real Estate only meets the education requirement.

Spruce School of Real Estate Responsibilities

- Provide the 90-hour pre- salesperson course pre-requisite required by the state of West Virginia to proceed with future testing for your license. Spruces "Pre Sales Person Course" is a necessary legal requirement according to WV LAW CODE 30-40 to test later with PSI/GoAMP for your license.

Enrollee's Responsibilities

- Test computer prior to enrolling
- Understand that towards the end of the course you will need apply for background check and clear it for the WVREC. (The course will guide you on when, where, and how)
- Understand that within the course you will need broker sponsorship for the state application. (The course will guide you on this process but you will have to put in the actual "finding" of a sponsoring broker, which is actually a class assignment within the course.)
- Understand that you will have to complete the West Virginia Sales Persons State Application and be approved by the West Virginia Real Estate Commission to later test with PSI/GoAMP (The course will guide you how)
- Take state licensing exam through PSI/GoAMP AFTER course completion and WVREC approval. You will set up this appointment with PSI/GoAMP after everything above is complete. (Spruce will happily guide you on this so you are scheduled correctly)

Again, there are **NO refunds** after enrollment, as agreed by the terms of service.