



REFUND POLICY

Once a person begins a defensive driving course, the School Fee, \$20.00 State Fee and the \$45.00 State-surcharge, and court diversion fee are non-refundable. The lower court's diversion fee may be refunded at the direction of the court or the fee may be transferred to the court. A \$10.00 administrative fee may be charged for refunds.

The Online School Fee will not be refunded to students who register then cancel, fail to begin, or fail to successfully complete the course seven-days prior to the arraignment date or court authorized extended due date.

Students who provide misleading or inaccurate registration information are not eligible for a refund.

EZ AZ Traffic School may provide a refund of the lower court diversion fee, and State fee and State Surcharge when:

(1) A student pre-pays for a defensive driving course, does not begin the course and does not contact the school to reschedule for a future course. The school shall refund both the court diversion fee and the state fee 30 days after the scheduled defensive driving course date or upon notification from the student the student will not attend a course, whichever is first;

(2) An officer fails to file a citation with a court and the cited person attends a defensive driving course for that citation. Upon notification by the jurisdictional court, the school shall notify division staff a refund is requested. Upon written approval by division staff, the school shall refund the court diversion and state fee to the student; or

(3) A citation is dismissed by a jurisdictional court on its own motion, for technical problems not correctable under civil traffic rules of court.

C. Refund of court diversion or state fees shall result in restoration of the student's eligibility for a defensive driving course.

D. Refund of state fees to a school or a student is not permitted for an ineligible violation or an ineligible student who attends a defensive driving course, whether by fault of the student or school.

E. At its discretion, a court may direct refund of a court diversion fee to a student, or may direct schools to forward the fee to the court for a bond or other amount due the court, up to the amount of the default for the citation.

F. EZ AZ Traffic School will maintain complete and accurate records of all refunds and shall attach supporting documentation to each refund disbursement.

G. When refunds are not authorized under this section, the Board may authorize, pursuant to subsection (D)(4)(b), restoration of eligibility for a student who attends a defensive driving course but cannot have the violation dismissed because the violation was ineligible for diversion. An ineligible violation is any violation not included in A.R.S. § 28-3392(A).