

Micronetbd Education Salesforce Careerstart Courses Guarantee

Welcome to Micronetbd Education's Salesforce Careerstart Courses (the "Courses"). We are committed to your success and will support you fully in your Salesforce career. We back our commitment with the Micronetbd Education Salesforce Careerstart Courses Guarantee (the "Guarantee"): subject to the Terms below, we will refund 100% of your paid tuition if you are not offered a Qualifying Position (as defined in the Terms) within the Guarantee Period of receiving a Course certificate of completion.

A successful Salesforce career involves focused, consistent effort. We put in this effort to help you make that transition, and ask for an equal commitment from you. Specifically, you shall satisfy the requirements below in order to be eligible for the Micronetbd Education Salesforce Careerstart Courses Guarantee. If these requirements are not satisfied, you may still participate in the Courses and receive all of the advantages of career support, but you will not be eligible for the tuition refund.

Terms

The following terms and conditions (the "Terms") apply to the Micronetbd Education Salesforce Careerstart Courses Guarantee:

Eligibility Requirements

- You must be 18 years or older.
- You must have a high school diploma or equivalent.
- You must be proficient in spoken and written English, as determined by initial interactions with the Micronetbd Education Admissions team.
- You must be eligible to legally work in the United States, or in Canada if applying for positions in Canada, for at least 2 years following graduation from the Career Track.
- You must be able to pass any background checks associated with jobs that you apply for. If you fail to obtain a job offer directly or partially due to your failure to pass a background check associated with the job offer, you will not be eligible for the tuition refund.
- You must conduct yourself with professionalism and respect throughout the application process.

Application Conduct

Definitions:

A "Qualifying Position" is defined as any role in the Salesforce field as:

1. A salaried employee or waged employee working an average of at least 30 hours a week onsite or remote;
2. A full-time (30 or more hours per week) contractor, intern or other compensated service provider relationship for 3 months or longer working onsite or remote; or

3. A paid onsite or remote contractor or intern that has the potential to be extended or converted to a full-time role.

The “**Guarante Period**” is defined as the period beginning at enrollment and ending 3 months after receiving a Career Track certificate of completion, or a longer period as set forth below.

The Guarantee Period may be extended unilaterally by Micronetbd Education:

- (A) By up to 12 months if the national unemployment rate is at any point during the Guarante Period equal to or greater than 6%, or the monthly increase in the national unemployment rate exceeds 0.5%, or there are back-to-back monthly increases in the unemployment rate.
- (B) By one month to account for seasonal slowdowns in hiring, such as during the end-of-year holiday season occurring at any point during the Guarante Period.
- (C) By up to six months if there is a natural disaster or other occurrence beyond Micronetbd Education’s control at any point during the Guarante Period that disrupts the job market nationally or in one or more Metropolitan Areas you are targeting. The Guarantee Period may also be extended by mutual agreement. The foregoing extensions may be cumulative.

The “**Metropolitan Areas**” means the metropolitan areas surrounding the following cities for which the Micronetbd Education’s Guarantee applies: Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Cincinnati, OH; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Kansas City, MO; Los Angeles, CA; Miami, FL; Montreal, QC (Canada); New York City, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh-Durham, NC; San Diego, CA; San Francisco Bay Area, CA; Salt Lake City, UT; Seattle, WA; St. Louis, MO; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Vancouver, BC (Canada); Washington DC.

Commitment to Your Own Success & The Program

To be eligible for the Micronetbd Education Guarantee, you must be fully committed to your job search and take our recommendations seriously. As a graduate of the Career Track program, we expect you to actively participate in your own success and dedicate significant effort towards your job search. The following conditions must be met for the guarantee to apply:

- Completion of all mandatory requirements for graduation, including:
 - Completing 100% of the core curriculum within 6 months of your cohort start date, excluding any freeze, pause, or extension granted by Micronetbd Education.
 - Meeting or exceeding expectations on all core projects according to the provided rubrics.
 - Completing and passing all career development tasks listed in the curriculum, in the order they appear, and as personally assigned by Micronetbd Education’s career coaches. This includes taking all calls and passing mock interviews. Failing to pass mock interviews may result in termination of eligibility for a refund.

- After completing the mandatory requirements above and being approved for completion, you must:
 - Be active in your job search and apply for a minimum of 4 Qualifying Positions in the Metropolitan Areas per week, following best practices prescribed by Micronetbd Education's career coaches. Remote work is also acceptable if all other criteria are met.
 - Be active in building your network by reaching out to at least 7 individuals per week and conducting 2 informational interviews per month. Outreach includes emailing, LinkedIn messages, meetups, and conferences. Consistency in networking and follow-up is crucial to success in the job search.
 - Schedule calls with a Micronetbd Education career coach at the frequency instructed by the coach.
 - Follow guidance from the Career Services team regarding your job search strategy, including building your network and applying for job types that are a good fit for you. Apply for roles that match your level of experience and areas of expertise, and maintain realistic expectations about the kind of first Salesforce job that suits you.
 - Provide a weekly summary of job-related activity in the tool provided by Micronetbd Education, including all job applications and networking efforts. You will also provide additional job-related information upon request.
 - Respond to placement-related communications from Micronetbd Education within 72 hours.
 - Always act with reasonable and good faith efforts to obtain a Qualifying Position.

The Micronetbd Education Guarantee does not apply in situations that void the guarantee, including:

1. If you decline a job offer for a position that meets our criteria for a Qualifying Position.
2. You decide not to conduct a job search for all or part of the Guarantee Period, provided that you may elect to suspend your job search for up to six months upon written notice to Micronetbd Education, and such written notice shall constitute a mutual agreement to extend the Guarantee Period, and provided further, that Micronetbd Education may extend the Guarantee Period by up to six months following your resumption of your job search. Any offer for a Qualifying Position received during a suspension shall still terminate eligibility for a refund.
3. If you decide to search for a job that does not meet our criteria for a Qualifying Position or is outside of the Salesforce field/industry.
4. If you accept a job that does not meet our criteria for a Qualifying Position or is outside of the Salesforce industry before the Guarantee Period is over, you will not be eligible for a refund.
5. You do not put sufficient and consistent effort into your job search, as outlined by Micronetbd Education, to remain eligible for a refund.
6. You do not want to or are unable to live and work in one of the Metropolitan Areas.
7. You do not communicate with Micronetbd Education's Career Services team consistently throughout your job search, including notifying us of any job offers you receive.

8. If you lose your work authorization or do not have sufficient work authorization that meets our requirements during your job search, even if you expected to have authorization or had appropriate work authorization during your Career Track program.
9. You do not must apply for Qualifying Positions in the Metropolitan Areas throughout the Guarantee Period to remain eligible for a refund.
10. If you significantly change your job search strategy during the Guarantee Period, including changing the Metropolitan Area of search or industry, without prior approval from Micronetbd Education.
11. You do not follow through with the interview process for Qualifying Positions in a timely and professional manner, including responding to employer communications, showing up on time for interviews, and providing documents or follow-up as expected by employers.
12. You do not apply for jobs that are suitable for your background or experience as discussed in your calls with Micronetbd Education's Career Services team
13. If you no-show or reschedule/cancel a call with less than 24 hours notice with a career coach or mock interviewer three or more times.

Certification for Reimbursement

If you believe that you are eligible for a refund, you must provide a written and signed certification that you have fulfilled all the terms of the guarantee and have not received any qualifying job offers within one month after the guarantee period.

General Information

These Micronetbd Education Guarantee and Terms, together with the Micronetbd Education Terms of Service, constitute the entire agreement between you and Micronetbd Education concerning the subject matter herein. In case any provision of these terms is deemed unenforceable, it shall not affect the enforceability of any other provisions. Micronetbd Education has the sole discretion to decide if the terms have been fulfilled and if you qualify for a refund of your tuition fee. Similarly, Micronetbd Education may choose to waive any breaches at its discretion.

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