

Q: What is your cancellation and refund policy?

A: If a student wishes to cancel their enrollment in a course, they can do so by submitting this form: [Enrollment Cancellation Request Form](#)

Cancellation requests submitted 72 hours or more prior to class start will result in a full refund. Refunds will not be remitted for requests less than 72 hours in advance of class or for non-attendance. Please allow up to 10 business days to receive your refund.

Q: How will I access my course?

A: Content is hosted in Canvas, and students will access the virtual classroom via Zoom. The Zoom classroom link will be provided in your Canvas course.

Q: Do I need to have an existing Canvas account?

A: No, when you register for your first course, you will be prompted to make a new Canvas account.

Q: I have previously taken courses with Fullstack Academy. Can I use my previous account information?

A: If this is your first time taking a certification course with us, you will be prompted to make a new account when registering for a course.

Q: I am an alumni of Fullstack Academy bootcamps, are there special offers?

A: Please check your alumni newsletter for any current promotions.

Q: How long will I have access to materials post class completion?

A: Students retain access to course materials for 60 days.

Q: What does the cost of my enrollment include?

A: The enrollment cost includes access to all course materials, course instruction, and certificate of course completion.

While we highly recommend completing the relevant certification exam, sitting for the exam is not required to complete this course. The prices for courses do not include exam costs for certifications. Exam vouchers can be purchased through the certifying body. Please note some certifying bodies provide discounts for multiple certifications.

I have additional questions.

Please contact us at certification.course@fullstackacademy.com.