

We Guarantee Your Total Satisfaction

Our exclusive Satisfaction Guarantee makes it easy, convenient and safe for you to trust your business with The Rescue Institute. We guarantee the finest quality, service, and security available online today. These two signs signify our adherence to the highest standards and qualifications for conducting business on the internet today.



Our desire is to earn your continued trust in all that we do- now, and in the future.

30-Day Money Back Guarantee

You must be 100% satisfied with your purchase. If not, we'll cheerfully replace it, exchange it, send you a refund, or credit your account for unused merchandise within 30 days of purchase.

For training courses, just [let us know](#) within 30 days of your enrollment and we will gladly refund your money, no questions asked.

For merchandise that needs to be shipped back to us for return, we recommend using an insured or traceable method. Return the unused item to us within 30 days of purchase, and we will issue you a complete refund of the purchase price (less shipping and handling).

All returns products to be returned must be accompanied by a **Return Merchandise Authorization (RMA)** number. Please call us or [email](#) us so that we may provide you with this required information.

Note: Completed continuing education courses where a certificate has been issued cannot be returned.

Servant Minded Approach

We are here to serve you, plain and simple. Our desire is to offer high quality courses and products to help you expand your skills and help others. It's [our mission](#).

Outstanding Customer Service

When you contact us, you will always be greeted by a knowledgeable, professional, and friendly team member who is located in our headquarters in Golden, Colorado. We do not outsource our customer service. Our offices are open from 9am-5pm MST during weekdays. Remember, you can still order on our website 24/7, [send us an email](#) or leave a message on our secure voicemail system at 1.800.251.1696. We'll promptly reply to your request as soon as possible.

Speedy and Reliable

Our orders are shipped promptly; either the same day or the next business day after your order is received. If, for any reason, your order must be delayed, we will contact you immediately. And with an extremely high accuracy rate, you can be sure you will receive exactly what you ordered.

Secure and Safe Ordering

Shop with confidence. We use state-of-the-art encryption technology to ensure the secure transmission of any personal information you provide while using our site. All transactions on our site are conducted using the very latest security technology.

Privacy

We appreciate the trust you place in The Rescue Institute and we are committed to respecting your privacy and the security of your personal information. All personal information we collect (including name, address, telephone number, email address, transaction information and credit card information) are treated with the utmost privacy. Any and all information collected on our site is kept strictly confidential. We never sell, rent, trade or swap your personal information with any other company or individual for any reason except as required by law. Learn more about our privacy policies below.



Questions? Contact us at Support@RescueInstitute.org or 1.800.251.1696