



Training Cancellation Policy

Instructor Led Classroom Training

A cancellation notice of 7 days must be given for any instructor led, open enrollment class seat. Please contact Fortinet Training via email at least seven days prior to your class start date, in order to cancel or reschedule.

Virtual, Instructor Led Training

For virtual (online) instructor led trainings, contact Fortinet Training via email a minimum of 48 hours prior to the class start, if you wish to cancel or reschedule. Substitutions are also allowed up to 48 hours prior to the class start.

Online Self-Paced Training

Substitutions are allowed for online self-paced courses only if the course has not begun. Courses that have been started, regardless of completion, are unable to be transferred or refunded.

Custom Onsite Classroom Training

A cancellation notice of 14 days must be given for custom onsite Fortinet training. Please contact Fortinet Training via email, and your Fortinet account manager, at least 14 days prior to your class start date, in order to cancel or reschedule.

All Classes

For all Fortinet classes, substitutions are allowed up to 48 hours prior to any class start. Contact Fortinet Training via email at least 48 hours in advance of class start to arrange for a substitution. No refunds or rescheduling is permitted if you fail to contact Fortinet Training within the described cancellation policy timeline.

Fortinet reserves the right to cancel or postpone a scheduled training based on minimum attendance requirements, instructor availability, or other reasons, at Fortinet sole discretion. If your class is cancelled, you will be notified via email at least 48 hours in advance of the class start. We will make every effort to reschedule the class in a reasonable timeframe. Please check the schedule at <http://www.fortinet.com/training/training-course-schedule.html> for available training opportunities. In the unlikely event your class does not take place, Fortinet will not be responsible for student travel costs incurred.

Contact Information

Americas – training@fortinet.com
EMEAR – emeatraining@fortinet.com
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