



Laurus College Student Consumer Information

General Institutional Information

What is the Laurus Experience?

The Laurus experience is our commitment to a quality education and a quality experience for every student. The quality education rests on the dedication, experience and caring of our staff and faculty, and also requires the serious pursuit of career goals by the student. The quality experience centers on our passion for excellent customer service.

The programs at Laurus College prepare students for a career. Students at Laurus College gain an understanding of how their field of study operates. Students study current and emerging markets and the impact those markets have on the industry today and in the future. Laurus College prepares students for a career and for the world.

a) Instructional Delivery Model

The class lecture delivery uses synchronous instruction on computer screens across all campuses. Teachers use this method to engage the learner through visual, auditory, and kinetic modalities. Teachers can instruct students across all four campuses and online at the same time. This innovative approach has been used for over 10 years.

These delivery models, hybrid and online, allow for flexibility in student scheduling, expanded course offerings, and greater commitment to successful completion of courses and programs. Distance education courses are delivered over the Internet through a synchronous and asynchronous e-learning platform using Moodle (Modular Object-Oriented Dynamic Learning Environment) learning management system (LMS). Moodle supports the virtual classroom. In addition to Moodle, the online courses use Adobe Connect, which supports the online classroom through synchronous live classroom lectures and labs. Adobe Connect allows for three-way communication between instructor and a class of students, among students, and between an instructor and an individual student. Features of Adobe Connect include recording of live classroom sessions and online group work by allowing the students in a live session to work in smaller breakout rooms. Instructors can monitor online lab activities and provide real-time constructive feedback.

b) Facilities (for hybrid instruction)

All of the locations operated by Laurus College (Section IV: The Locations, Page 8 of this Catalog) are modern, well lit, air-conditioned, clean, and safe, and include administrative offices, classrooms, and student lounge areas. Students at Laurus College learn in modern classrooms, with a maximum number of 30 students in a typical classroom or lab, using industry standard software and equipment in their programs. Students work at individual computer work stations, where they interact with their instructors and fellow classmates during scheduled class meeting times. Classroom lectures are supplemented with additional open laboratory time during which students' complete assignments and work on their program's software and equipment. Classroom computers are all Internet connected, and equipped with all software and peripherals students will need during their enrollment with the college. Students also have access to printers, copy machines, and fax machines at each campus location. The college also provides an 1,800 square foot conference center for research and study on a separate site near the college campus and administrative offices in Santa Maria, California.

Licensure and Approvals

Laurus College is a private postsecondary institution approved to operate by the California Bureau for Private Postsecondary Education (BPPE). Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

Laurus College gained this approval in March 2006 and is formed under the laws of the State of California. Laurus College, formerly Atlas Computer Centers, received a Change of Ownership approval from the Bureau in March 2006. Atlas Computer Centers received its most recent approval to operate by the Bureau for Private Postsecondary and Vocational Education in October 2003, and has been in continuous operation since 1998. Laurus College is recognized by the new California Bureau for Private Postsecondary Education (BPPE), which became effective January 1, 2010.

Laurus College is accredited by the Accrediting Council for Independent Colleges and Schools to award Occupational Associate Degrees and Certificates. The Accrediting Council for Independent Colleges and Schools is listed as a nationally recognized accrediting agency by the Council for Higher Education Accreditation. Laurus College is also recognized by the United States Department of Education to offer students enrolled in select programs Federal Student Financial Aid for those who qualify (see the school's policies regarding financial assistance on Page 93 of the Catalog for more information).

The Locations

Laurus College has four locations in the central coast of California offering quality education to students. In July 2011, the college opened its fourth location in Oxnard, CA. Classes are held on site at each of the locations, and students may choose which location to attend their classes. Individuals can contact the college at (805) 267-1690 or visit the website at www.lauruscollege.edu for more information.

Atascadero (Learning Site to Main Campus)

The Atascadero location is located at 8693 El Camino Real and 8771 El Camino Real in Atascadero, CA 93422. Traveling north or south on Highway 101, take the Curbaril Avenue exit, proceed east to El Camino Real. Turn south and proceed to the Atascadero Oaks shopping center. The school is located in the first shopping section.

Oxnard (Branch Campus)

The Oxnard location of Laurus College is located at 2351 Lockwood Street in Oxnard, CA 93036. Traveling north or south on Highway 101, take the Rice Avenue exit, turn right onto East Gonzales Road, and another right onto Solar Drive; Solar Drive becomes Lockwood Street. The school is located immediately on the right. In addition to offering on site programs, the Oxnard location is approved to offer **online** programs.

San Luis Obispo (Main Campus)

The San Luis Obispo location is located at 81 Higuera Street, Suite 110 in San Luis Obispo, CA 93401. Traveling north or south on Highway 101, take the Madonna Road exit, turn east and go to the Pacific Coast Center at the intersection of Madonna Road and Higuera Street.

Santa Maria (Learning Site to Main Campus)

The Santa Maria location is located at 325 East Betteravia Road, Suite B-7 and Suite B-8 in Santa Maria, CA 93454. Traveling north or south on Highway 101, take the Betteravia Road exit, proceed west and go to the Target Shopping Center at the corner of Miller Road and Betteravia Road.

Campus Security, Safety and Code of Conduct

To view **Annual Security Report** and **Campus Safety** policies, please visit: <http://www.lauruscollege.edu/about-us/campus-safety/>

Services Available for Students with Disabilities

Laurus College has designed its programs and instructional methodologies stressing adaptability and multi approaches to learning. All courses provide instruction using auditory and visual modes. Archived lessons are available for review and help students keep pace. Elevators and/or accessibility ramps, as well as, accessible bathroom facilities are standard in all facilities. Individual student mentors and tutors are also available through the student services department. If a student needs an accommodation they should contact the student services department at 805-267-1689 or studentservices@lauruscollege.edu for more information and assistance.

Dissemination of Information

For assistance in obtaining information on financial assistance, the school, graduation and completion rates, and security policies and crime statistics please contact the Registrar office at 805-367-1690 or registrar@lauruscollege.edu.

Drug-Free Environment

Laurus College prohibits the unlawful manufacture, possession, use, sale, dispensation, or distribution of controlled substances and the possession or use of alcohol by students and employees on the property and at any school sponsored activity. Any violation of these policies will result in appropriate disciplinary actions up to and including expulsion in the case of students and termination in the case of employees, even for the first offense. Violations of the law may also be referred to the appropriate law enforcement authorities. If assistance is needed for drug abuse, the student should see a member of the administrative staff at Laurus College for referral assistance to local counseling centers. Students may also seek local treatment and assistance from the San Luis Obispo Addiction Recovery Center, located at 1223 Higuera Street, Suite 101 in San Luis Obispo, telephone number (805) 541-0632; or from the Central Coast Headway Drug Center, located at 318 Carmen Lane in Santa Maria, telephone number (805) 922-2106.

Weapons Free Environment

Students and staff at Laurus College are not permitted to carry any form of weapons on school property. All weapons including, but not limited to, firearms, knives, mace, pepper spray, and stun guns are prohibited. Any student carrying a weapon on college property will be subject to disciplinary action and may risk dismissal from the college. Staff members at Laurus College also follow a zero tolerance policy with regard to weapons, and will be subject to disciplinary action, up to termination of employment, for any violation.

Grievance Policy

Should a student have a grievance or complaint concerning any aspect of his or her enrollment, attendance, education services, or other services offered by the school, the student should first seek counsel from his or her instructor. In the event this contact does not resolve the complaint, the student is encouraged to make an appointment with the Complaint Designee and Chancellor, Jeffrey Redmond, so that the complaint may be officially registered and solutions discussed. Every effort will be made by Laurus College administration to resolve the student's grievance. If the complaint is still not resolved to the satisfaction of the student, he or she may direct their complaint to:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Dr., Suite 400
Sacramento, CA 95833
www.bppe.ca.gov
toll free telephone (888) 370-7589 or fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589, or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov.

Students may also notify the Accrediting Council for Independent Colleges and Schools of any unresolved grievances with the college. Complaints should be submitted to:

The Accrediting Council for Independent Colleges and Schools
750 First Street, NE, Suite 980
Washington, DC 20002-4241
TEL: (202) 336-6780 FAX: (202) 842-2593

Sexual Harassment Policy

As required by state law, Laurus College has a policy prohibiting any act involving sexual discrimination, sexual violence, or sexual harassment by any of its employees, students, staff, faculty, or anyone conducting business on college premises, which includes the classroom and any location used for an off-site school function, program or activity.

Laurus College is committed to the policy that all members of the school's community, including its faculty, students, and staff, have the right to be free from sexual harassment by any other member of the school's community. Should a student feel that he/she has been sexually harassed, the student should immediately inform Human Resources, the Chancellor, or the classroom teacher. Sexual harassment refers to, among other things, sexual conduct that is unwelcome, offensive, or undesirable to the recipient, including unwanted sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature. All students and employees must be allowed to work and study in an environment free from unsolicited and unwelcome sexual overtures and advances. Unlawful sexual harassment of any kind will not be tolerated at Laurus College.

The sexual harassment policy is posted on classroom bulletin boards and has been distributed to faculty members to share with students in the classroom. Laurus College staff and faculty are informed of the policy through staff meetings and in staff handbooks. *(NOTE: Students may be dismissed without the right to appeal if dismissal is the result of disruptive conduct or detriment to the college or student body.)*

Harassment Grievance Procedures

Laurus College takes student safety very seriously; anyone who witnesses or experiences inappropriate and harassing behavior of a sexual nature is asked to report such behavior immediately to Human Resources, the Chancellor, or the classroom teacher. Whether it is a harassed student or a third party who files a complaint under the school's grievance procedures, Laurus College will promptly investigate to determine what occurred and then take immediate and appropriate steps to resolve the situation. The school will make every effort to complete the investigation within 30 to 60 days upon being notified of an alleged incident. Written notice of the outcome of the investigation will be provided to both the alleged perpetrator and the complainant within 10 days of determination of fact. The school will perform its own investigation and take immediate action to eliminate the harassment, prevent its recurrence, and address its effects, in addition to any investigation performed by law enforcement officials.

Once an incident is reported, a school investigative panel will be assembled to gather information, interview all parties involved in an objective and nonpartisan manner, and come to a prompt and equitable determination of fact. In all cases, the school's inquiry will be prompt, thorough, and impartial; both parties will have the opportunity to present witnesses and other evidence, and will be afforded similar and timely access to any information that will be used at the hearing. In cases involving potential criminal conduct, school personnel, consistent with State and local law, will notify appropriate law enforcement officials or other appropriate authorities. Once the school's investigation is complete, all involved parties will be notified in writing as to the outcome of the complaint. As much due care and confidentiality will be maintained throughout the process as is reasonable and possible while still being able to conduct the investigation and come to findings of fact. Please note that while voluntary informal mechanisms (such as mediation) may be used for resolving some types of sexual harassment complaints, mediation is not appropriate, even on a voluntary basis, and will not be used in cases involving allegations of sexual assault.

Throughout the process, retaliatory actions will not be tolerated. School officials will not only take steps to prevent retaliation, but also take strong responsive action if it occurs. All steps to protect the complainant as necessary, including interim steps before the final outcome of the investigation is determined, will be taken promptly once the school has received notice of a sexual harassment or violence allegation.

For further information, or to report an incident, please contact the Human Resources Director at the following address and phone number:

421 East Betteravia Road, Suite 100
Santa Maria, CA 93454
Human Resources: (805) 267-1690

Code of Conduct

This code of conduct is applicable to all officers, employees and agents of the Laurus College and any affiliated organizations with responsibilities (directly or indirectly) with respect to private student loans. Laurus College officers, employees and agents subject to this policy are prohibited from doing any of the following, either on their own behalf or on behalf of the college:

- a. Participating in a revenue-sharing arrangement with any lender by which the lender pays a fee or provides other material benefits to Laurus College or any officer, employee or agent subject to this policy in exchange for the Laurus College recommendation of that lender or its loan products;
- b. Soliciting or accepting gifts, including reimbursement of expenses or payment of expenses in a manner inconsistent with the requirements set forth in Laurus College Policies as requiring possible conflicts disclosure, from any lender, guarantor, or servicer that provides private education loans to students, unless the item or payment in question meets the exceptions set forth in 34 C.F.R. § 601.21(c)(2)(iii);
- c. Accepting from any lender or affiliate any fee, payment, or other financial benefit as compensation for any consulting arrangement or other services contract with or on behalf of a lender of private education loans, except that Laurus College officers, employees, or agents subject to this policy who do not work in the Office of Financial Aid may serve on a lender's board of directors, provided that they recuse themselves from any board decisions relating to private education loans at Laurus College;
- d. Directing borrowers to particular lenders or delaying loan certifications;
- e. Requesting or accepting from any lender any offer of funds to be used for private education loans in exchange for Laurus College's providing the lender with a specified number of, loan volume of, or preferred lender arrangement for, private education loans. Requesting or accepting any lender's assistance with call center or Office of Financial Aid staffing, except that Laurus College may request or accept from any lender (a) professional development training for financial aid administrators, educational counseling or other materials to provide to Laurus College's student borrowers (provided that such materials indicate the lender's involvement in preparing or providing them), or (b) short term, nonrecurring staffing assistance with financial aid-related functions during emergencies; and Receiving anything of value from any lender, other than reimbursement for reasonable expenses, in exchange for service on an advisory board, commission, or group established by a lender, guarantor, or group of lenders or guarantors. Any employee who is offered any gift or monetary compensation from a lender should contact the Office of Financial Aid for clarification and guidance before responding favorably to that offer.

Should an employee subject to this policy inadvertently accept a gift or other type of monetary compensation from a lender, that employee must immediately notify the Director of Financial Aid. The amount received the name of the employee or agent, a brief description of the activity and the dates of the activity for which the expenses were paid or provided must be reported to the Laurus College Director of Financial Aid. The Director of Financial Aid is responsible for reporting this information annually to the Secretary of the Department of Education. The Laurus College Director of Financial Aid is responsible for providing annual notification of these requirements to all employees and agents with responsibilities (directly or indirectly) for administration of private education loans. This notification will be done via email in January of each year. In addition, this code of conduct will be published on the Laurus College website.

Mission Statement

The mission of Laurus College is to serve as a quality institution of higher education dedicated to creating a quality experience for all of its students by combining career focused programs and the necessary fundamentals of learning that supply the tools needed to succeed in the 21st century enabling our students to lay the foundation to get further education that will augment their careers.

Objectives

1. Provide a quality education within a well-planned, relevant, and concise curriculum to give students success in their chosen field.
2. Educate students with relevant technology, equipment, and tools used in the program area.
3. To give students an educational basis that they may use for further educational endeavors
4. Provide and develop personal growth and life skills through participation in all classes, cultural enrichment opportunities, and/or guest lectures.
5. Provide a skilled and experienced educational faculty and staff devoted to the personal and professional skill development of each student.
6. Provide student services to assist students in obtaining the needed skills and employment assistance in their selected career field.

Graduation Rates (Certificate, State of California)

	On-Time Completion Rate	Within 150% of the Published Program Length
3D Animation	46%	71%
Computer Networking	50%	70%
Information Technology & Service Professional	56%	71%
Medical Billing	58%	72%
Office Support	53%	73%
Professional Business Systems	41%	71%
Web Design	53%	70%

Job Placement Rates for Main (San Luis Obispo) Campus (Certificate, ACICS)*

3D Animation - Job Placement Rate:	100%
Computer Networking - Job Placement Rate:	100%
IT & Service Professional - Job Placement Rate:	100%
Medical Billing - Job Placement Rate:	71%
Office Support - Job Placement Rate:	100%
Professional Business Systems - Job Placement Rate:	N/A
Web Design - Job Placement Rate:	100%
Campus Total - Job Placement Rate:	84%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Job Placement Rates for Branch (Oxnard) Campus (Certificate, ACICS)*

3D Animation - Job Placement Rate:	100%
Computer Networking - Job Placement Rate:	N/A
IT & Service Professional - Job Placement Rate:	100%
Medical Billing - Job Placement Rate:	79%
Office Support - Job Placement Rate:	100%
Professional Business Systems - Job Placement Rate:	78%
Web Design - Job Placement Rate:	100%
Campus Total - Job Placement Rate:	79%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Job Placement Rates (Certificate, State of California)

3D Animation - Job Placement Rate:	75%
Computer Networking - Job Placement Rate:	75%
IT & Service Professional - Job Placement Rate:	73%
Medical Billing - Job Placement Rate:	72%
Office Support - Job Placement Rate:	71%
Professional Business Systems - Job Placement Rate:	83%
Web Design - Job Placement Rate:	100%

Retention Rate (Certificate)

73% Retention Rate as Disclosed to IPEDS

Retention Rates for Main (San Luis Obispo) Campus (Certificate, ACICS)*

3D Animation - Retention Rate:	87%
Computer Networking - Retention Rate:	100%
IT & Service Professional - Retention Rate:	85%
Medical Billing - Retention Rate:	76%
Office Support - Retention Rate:	100%
Professional Business Systems - Retention Rate:	72%
Web Design - Retention Rate:	85%
Campus Total - Retention Rate:	66%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Retention Rates for Branch (Oxnard) Campus (Certificate, ACICS)*

3D Animation - Retention Rate:	88%
Computer Networking - Retention Rate:	77%
IT & Service Professional - Retention Rate:	79%
Medical Billing - Retention Rate:	75%
Office Support - Retention Rate:	82%
Professional Business Systems - Retention Rate:	79%
Web Design - Retention Rate:	91%
Campus Total - Retention Rate:	71%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Median Loan Debt (Certificate)

Program Title	Median T4 Loan Debt	Median Institutional Loan Debt	Total Median Loan Debt
3D Animation	\$13,750.00	\$0.00	\$13,750.00
Computer Networking	\$5,200.00	\$0.00	\$5,200.00
Information Technology & Service Professional	\$4,800.00	\$0.00	\$4,800.00
Medical Billing	\$5,750.00	\$0.00	\$5,750.00
Office Support	\$3,200.00	\$0.00	\$3,200.00
Professional Business Systems	\$15,600.00	\$0.00	\$15,600.00
Web Design	\$16,100.00	\$0.00	\$16,100.00

Graduation Rates (Occupational Associate Degree, State of California)

	On-Time Completion Rate	Within 150% of the Published Program Length
Digital Arts & Computer Animation	**%	**%
Information Technologies & Network Systems	**%	**%
Medical Billing and Coding	**%	**%
Professional Business Systems	**%	**%
Web Design	**%	**%

** This program is new. Therefore, the number of students who graduate, the number of students who are placed, or the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data.

Job Placement Rates for Main (San Luis Obispo) Campus (Occupational Associate Degree, ACICS)*

Digital Arts & Computer Animation - Job Placement Rate:	80%
Information Technologies & Network Systems - Job Placement Rate:	73%
Medical Billing and Coding - Job Placement Rate:	100%
Professional Business Systems - Job Placement Rate:	83%
Web Design - Job Placement Rate:	100%
Campus Total - Job Placement Rate:	84%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Job Placement Rates for Branch (Oxnard) Campus (Occupational Associate Degree, ACICS)*

Digital Arts & Computer Animation - Job Placement Rate:	80%
Information Technologies & Network Systems - Job Placement Rate:	79%
Medical Billing and Coding - Job Placement Rate:	75%
Professional Business Systems - Job Placement Rate:	72%
Web Design - Job Placement Rate:	75%
Campus Total - Job Placement Rate:	79%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Job Placement Rates (Occupational Associate Degree, State of California)

Digital Arts & Computer Animation - Job Placement Rate:	**%
Information Technologies & Network Systems - Job Placement Rate:	**%
Medical Billing and Coding - Job Placement Rate:	**%
Professional Business Systems - Job Placement Rate:	**%
Web Design - Job Placement Rate:	**%

** This program is new. Therefore, the number of students who graduate, the number of students who are placed, or the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data.

Retention Rates for Main (San Luis Obispo) Campus (Occupational Associate Degree, ACICS)*

Digital Arts & Computer Animation - Retention Rate:	89%
Information Technologies & Network Systems - Retention Rate:	71%
Medical Billing and Coding - Retention Rate:	71%
Professional Business Systems - Retention Rate:	70%
Web Design - Retention Rate:	73%
Campus Total - Retention Rate:	66%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Retention Rates for Branch (Oxnard) Campus (Occupational Associate Degree, ACICS)*

Digital Arts & Computer Animation - Retention Rate:	72%
Information Technologies & Network Systems - Retention Rate:	75%
Medical Billing and Coding - Retention Rate:	81%
Professional Business Systems - Retention Rate:	78%
Web Design - Retention Rate:	73%
Campus Total - Retention Rate:	71%

*These are the data reported to ACICS by the institution in its most recent Campus Accountability Report.

Median Loan Debt (Occupational Associate Degree)

Program Title	Median T4 Loan Debt	Median Institutional Loan Debt	Total Median Loan Debt
Digital Arts & Computer Animation	\$**	\$**	\$**
Information Technologies & Network Systems	\$**	\$**	\$**
Medical Billing and Coding	\$**	\$**	\$**
Professional Business Systems	\$**	\$**	\$**
Web Design	\$**	\$**	\$**

** There were fewer than 10 graduates in this program. Median amounts are withheld to preserve the confidentiality of graduates.

Most recent 3-year cohort default rate, as reported by the United State Department of Education: 20%

The percentage of enrolled students in 2015 receiving federal student loans to pay for this program: 87%

The average amount of federal student loan debt of 2015 graduates who took out federal student loans at this institution: \$9,570

The percentage of graduates in 2015 with federal student loans as calculated by the institution: 75%

CERTIFICATE

Program Tuition and Fees Effective February 13, 2017

Program Title	Credit Hours	Registration Fee	Lab Fees	Tuition	Total Program Costs*
3D Animation Certificate Program	80	\$100	\$2,000	\$24,000	\$26,100.00
Computer Networking Certificate Program	40	\$100	\$1,000	\$12,000	\$13,100.00
Information Technology & Service Professional Certificate Program	40	\$100	\$1,000	\$12,000	\$13,100.00
Medical Billing Certificate Program	40	\$100	\$1,000	\$12,000	\$13,100.00
Office Support Certificate	40	\$100	\$1,000	\$12,000	\$13,100.00
Professional Business Systems Certificate Program	80	\$100	\$2,000	\$24,000	\$26,100.00
Web Design Certificate Program	80	\$100	\$2,000	\$24,000	\$26,100.00

OCCUPATIONAL ASSOCIATE DEGREE

Program Tuition and Fees Effective February 13, 2017

Program Title	Credit Hours	Registration Fee	Lab Fees	Tuition	Total Program Costs*
Digital Arts and Computer Animation Occupational Associate Degree	100	\$100	\$3,000	\$30,000	\$33,100.00
Information Technologies and Network Systems Occupational Associate Degree	100	\$100	\$3,000	\$30,000	\$33,100.00
Medical Billing and Coding Occupational Associate Degree	100	\$100	\$3,000	\$30,000	\$33,100.00
Professional Business Systems Occupational Associate Degree	100	\$100	\$3,000	\$30,000	\$33,100.00
Web Design Occupational Associate Degree	100	\$100	\$3,000	\$30,000	\$33,100.00

*"Total Program Costs" represents both the total charges for a period of attendance and for the entire educational program.

General Fees

Transferred Course Fee	\$250 per course
Proficiency Course Fee	\$250 per course
Official Transcript Request Fee	\$10 per transcript
Returned Check Charge	\$30
STRF Fee	\$0

Please note that you are responsible for the amount of total program costs. If you obtain a student loan, you are responsible for repaying the loan amount plus any interest. All costs, including lab fees, are mandatory and all are nonrefundable, except for the registration fee during the cancellation period (five business days) and equipment if returned in good condition.