

This Refund Policy is Effective for all purchases made on or after July 1st, 2013.

This page summarizes all current refund policies in effect.

## **MEMBERSHIPS, PDFS, NEWSLETTERS, FORMS AND ELECTRONICALLY TRANSMITTED DATA**

Memberships include pass codes, distribution of discount cards and other intangible items. Much of the information gained through membership is of an intellectual or intangible nature. Due to the nature of these items it would be impractical or impossible to determine how much of the membership was put to use. As such no refunds for memberships will be issued.

PDFs, newsletters, forms and electronically transmitted data can be copied, altered and changed from their original format. As such no refunds for these items will be issued.

## **EVENTS**

Each registration for an Event is always non-refundable, and is only valid on the specific event date you chose at the time of purchase. All Events are date and time specific. All consumers select and agree to the date and time at the time of purchase. If the registration is not used on specified date, the entire value is forfeited where permissible by law. No full or partial refunds are given to customers who miss an event date. The only exception to this rule is active duty or reserve members of the United States Military who are transferred outside of the area of the event in time of war or national emergency. A properly redacted copy of their orders, that prevents the disclosure of any military information necessary to the security of the United States must be included with the written request for a refund.

## **EVENT CANCELLATION**

Purchasers will be notified prior to canceled or rescheduled events. Canceled events will either be rescheduled or fully refunded. If you are unable to make the new date of a rescheduled event, you are entitled to a refund upon written request seven days prior to the rescheduled event.

## **EDUCATIONAL MATERIALS**

Unopened and undamaged educational materials such as course guides, books, DVDs, and CDs may be returned within seven (7) days of purchase. Fees for the original shipping and handling costs and a 10% restocking fee will be deducted from any refund due. All returned Items must be properly packaged and shipped via U.S. Mail and include a tracking number.