

RETURNS

AFAA wants you to be 100% satisfied with your purchase. You may return a product within 30 days of purchase and get a full refund or exchange, pursuant to the following conditions

- ✓ Product must have been purchased within 30 calendar days
- ✓ Any product you wish to return must be unused/unopened and in resalable condition
- ✓ Product must be in original packaging
- ✓ Return shipping costs to AFAA for refund or exchange shall be the responsibility of person/entity requesting a refund/exchange. We suggest you obtain insurance to cover any damages incurred in return shipping.
- ✓ Any damages that occur in return shipping are not the responsibility of AFAA.
- ✓ A receipt is required for all refunds or exchanges

Some products are exempt from return / refund by AFAA. These include:

- ✓ Gift cards
- ✓ Downloadable Software or similar digital product

Return/Refund Procedure:

- ✓ Please contact AFAA at admin@afaa.org prior to shipping back any product and let us know!
- ✓ Once your return is received and inspected, we will send you an email notifying you of receipt and also if your refund request has been approved.
- ✓ Your refund will be processed and a credit applied to your original method of payment within 5 business days, however this may appear later than 5 days

depending upon your method of payment and your financial institution or credit card company's internal policies.

- ✓ Please let us know about any missing refunds at operations@afaa.org
- ✓ Sale or Clearance Items will not be eligible for refund or exchange
- ✓ Items that are received damaged or defective will be exchanged. Please contact us at operations@afaa.org

Seminar/Class Cancellation and Refund Policy:

A full refund of the seminar registration fee may be obtained provided AFAA receives written notification at least 7 days prior to the start of the seminar. All other cancellations will be subject to a \$100 cancellation fee. "No-shows" are ineligible for refunds. Special circumstances will be handled on a case by case basis. Seminars are subject to cancellation when pre-registration fall below the minimum number of attendees. AFAA cannot be responsible for losses resulting from cancellation of any seminar.