

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

AFAA Training Refund/Cancellation Policy

Please verify your membership status before completing your online training registration. Any online training registration transaction that requires a refund, will incur a \$35 processing fee. If you have an open invoice for membership, you will not see member pricing for the online training. Please contact our office in this case. If you need to reschedule/cancel your online training registration, please do so 48 hours prior to the start of the training.

All Other Refunds

Any online transaction that requires a refund, will incur a \$35 processing fee.