



## **REFUND, RETURN, AND EXCHANGE POLICY**

### **POLICY**

#### **Refunds**

Unless specifically stated otherwise on registration materials, the deadline to request a refund for event registration is 30 business days before the event (the “cancellation deadline”).

All refund requests must be made by the attendee or purchaser.

Refunds will be in the amount of the original payment less any processing fees that CRVN incurred.

#### **Returns and Exchanges**

All sales of goods and products are final. A refund or exchange will be issued only in the case of a material defect.

### **PROCEDURE(S)**

Cancellations will be accepted in writing *only* to [support@albanyvegan.org](mailto:support@albanyvegan.org) and must be received by the cancellation deadline. Cancellations requested after the cancellation deadline will not be eligible for a refund.

### **RESPONSIBILITY**

The Director of Operations is responsible for the compliance with this policy

### **APPROVED/REVISED**

February 2019

### **REVIEW DATE**