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## REFUND POLICY

### **Objective**

This policy is used to outline clearly what fees/services are refundable to members, candidates, certificants, attendees and/or users. Department Director has discretion to waive this policy due to extenuating circumstances.

### **Certification**

All cancellation and substitution requests must be submitted to AFCPE® in written form via email to [certification@afcpe.org](mailto:certification@afcpe.org).

### **AFC® & CHC® Programs**

Enrollment fees, live and/or recorded webinar fees and onsite review/exam fees are non-refundable.

Course and exam fees, of any kind, associated with any AFCPE Certification program are non-refundable thirty (30) days after payment has been processed.

If a refund is approved, course materials must be returned to the AFCPE National Office and post marked within seven (7) business days. Materials must be unopened and not used in any manner. Once materials are received and inspected by the AFCPE National Office, a refund can be granted for course fees within the stated time frame.

### **FFC™ & APFC Programs**

Enrollment fees, live and/or recorded training fees are non-refundable. Live training fees are subject to a \$200.00 cancellation fee for any registration cancellations received 30 or more days out from the beginning of the live training.

AFCPE will allow substitutions based on written requests within seven (7) days out from the start of the training/program. Please note that submitting your online registration information obligates you to pay for a registration.

## Post-Certification

Annual Certification Fees and any Continue Education Program paid through AFCPE are non-refundable.

## Membership

Annual Membership Dues, job posting fees and/or subscription fees are non-refundable.

## Symposium

*Exact dates/times are subject to change, please refer to our symposium registration form for any updates/changes to this policy.*

**Cancellation Policy:** Registrations cancelled prior to early bird registration deadline will be refunded, minus a \$30.00 cancellation fee. Due to financial obligations incurred by AFCPE, there will be a \$200 cancellation fee for any cancellation requests received after the early bird registration deadline and the last day of online registration, 5:00 PM EST. There will be no refund of registration fees after the final day of online registration, 5:00 PM EST. We will allow substitutions free of charge until one week prior to the start of the event. \*\*\*Please note that submitting your online registration information obligates you to pay for a registration. All cancellation and substitution requests must be submitted to AFCPE® in written form via email, [smartinfuller@afcpe.org](mailto:smartinfuller@afcpe.org).

**Pre-Symposium/Training Event Policy:** There will be no refund of Pre-Symposium/Training registration fees after 30 days prior to start of event, 5:00 PM EST. If minimum attendance is not met 30 days out of the event, AFCPE will refund payment and cancel review session and exam or training. Registrants will be contacted within 3 weeks of the start of the program if program is cancelled and refund processed.