



REFUND & EXTENSION POLICY

This policy is used to outline clearly what fees/services are refundable to members, candidates, certified professionals, 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.

AFC® Certification Program

Enrollment fees, live and/or recorded webinar fees, and Onsite Review & Exam fees are non-refundable.

Course materials 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 materials within the stated time frame.

- **Extension:** Registrants have 36 months from the date of registration to complete all certification requirements. One extension is available with payment of an extension fee. If the requirements for certification are not completed by the deadline, registrant may use [the extension form](#) to request a 6-month extension. AFCPE will notify you about the status of your extension request within 2-3 business days of receipt. If approved, an extension of six-months from your original deadline will be granted. All program requirements must be met within the six-month extension period or re-enrollment in the program will be necessary. There is a \$200 fee for an extension. Please review the [AFC Candidate Handbook](#) for further information.

FFC® Certification Program

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.

- **Extension:** Each module of the FFC program allows one extension request with extension fee payment. Extensions must be received within the timeframe allowed for that module and cannot be combined. If the course is not completed by the deadline, registrant may use [the extension form](#) to request a 3-month extension. AFCPE will notify you about the status of your extension request within 2-3 business days of receipt. If approved, an extension of 3-months from your original deadline will be granted. All program requirements must be met within the 3-month extension period or refresher training and/or re-enrollment in the program will be necessary. There is a \$200 fee for an extension. Please review the [FFC Candidate Handbook](#) for further information.

Post Certification

Annual Certification Fees are non-refundable.

- **Extension:** Certificants are required to complete thirty (30) continuing education units (CEUs) during a two-year reporting cycle. One extension is available with payment of an extension fee. If the requirements for maintaining certification are not completed by the deadline, registrant may use [the extension form](#) to request a 6-month extension. AFCPE will notify you about the status of your extension request within 2-3 business days of receipt. If approved, an extension of six-months from the reporting period deadline will be granted. All renewal requirements must be met within the six-month extension period or the credential will be suspended. There is a \$200 fee for an extension. Please review the [AFC Candidate Handbook](#) for further information.

Member Services

All cancellation and substitution requests must be submitted to AFCPE® in written form via email to rdeleon@afcpe.org.

Annual Membership Dues

Annual Professional, Candidate, Student, or Emeritus Membership Dues are non-refundable.

AFCPE Sponsored Webinars and Essentials Courses

Any AFCPE-sponsored continuing education webinar paid through AFCPE is non-refundable.

Refund requests made within 5 business days of purchasing an AFCPE Essentials Course will be granted minus a \$50 administrative fee. After 5 business days of purchase, Essentials Courses are non-refundable.

- **Extension:** Registrants have 18 months from the date of purchase to complete an Essentials course. If the course is not completed by the deadline, registrant may use [the extension form](#) to request a 6-month extension. There is a \$200 fee for an extension.

Symposium

Exact dates/times are subject to change, please refer to the 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 \$50 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 PM EST. There will be no refund of registration fees after the final day of online registration, 5 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.

- **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 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.