**AQIPS REFUND POLICY**

**CHARGES TO YOUR CREDIT CARD**

If your total is incorrect due to an inaccurate purchase amount, lapse in your membership, or other error, AQIPS will charge or bill you for the correct amount.

**REFUND POLICY**

**Membership –** Membership begins when your information and fees are processed by AQIPS. As per the Association’s Policy, Resignation: “A member may resign at any time and no dues or fees paid shall be refunded.” Under a PSO membership, the membership may be shared among PSO workforce.

**Programs –** If you are registered for an in-person program and find it necessary to cancel your registration, we ask that you submit your cancellation request to AQIPS in writing by mail or email. The actual cancellation deadline for each program is posted on the web page for that program. For cancellations received by the deadline, registration fees, less a $125 administrative fee will be refunded following the program. If you are unable to attend a program and wish to send a substitute, please contact pbinzer@allianceforqualityimprovement.org.

**Public Interest Donation**– If you believe an error has been made in connection with a donation, we will work with you to correct the error, and if necessary, provide the appropriate correction or refund.

If you change your mind about donating to AQIPS for any reason, we will honor your decision for a return of your donation as long as the request is made within fourteen (14) calendar days of the original donation. To request a refund, email pbinzer@allianceforqualityimprovement.org. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

**Webinars –** Once your registration is processed, we are unable to issue a refund or cancel your registration.

**AQIPS Templates, Contracts and Tools –**AQIPS is not able to provide a refund for Templates after the template has been delivered.