



REFUND POLICY

PayrollEdge Learning Academy (PayEdge Academy) does not issue cash refunds for event registrations, memberships, or products. The following guidelines apply to changes, transfers, and rescheduling.

I. EVENT REGISTRATION CHANGES & CANCELLATIONS

- ❖ Any registrant (member or non-member) may request a change at least 7 days prior to the scheduled event by emailing events@payedgeacademy.com. No changes can be accepted within 7 days of the event date.
- ❖ Registrations are non-refundable. However, you may request to transfer your registration to a different session or to another individual, subject to availability. Please refer to the administrative fees below for changing your registration.
- ❖ Administrative Fees for changes or transfers:
 - Members: \$10 per change or transfer.
 - Non-members: \$15 per change or transfer.
- ❖ Transfers to Another User:
 - The new attendee must either be an active PayEdge Academy member or have a non-member account on PayEdge Academy's mailing list to transfer.
 - Transfers between a member and non-member status may result in an additional charge if the new attendee's registration fee is higher.
- ❖ No changes, cancellations, or transfers will be accepted within 7 days of the event

II. MEMBERSHIPS

- ❖ Membership fees are billed annually on a rolling calendar basis and are non-refundable.
- ❖ You can cancel your membership when your term is up or renew your membership for another term of 12 months.
- ❖ Membership benefits remain active until the end of the current paid term, even if the member chooses not to renew.



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III. PRODUCTS AND DIGITAL DOWNLOADS

- ❖ All digital product sales, including test kits, flashcards, and digital downloads (PDF or PowerPoint), are final.
- ❖ Products become available immediately upon purchase and are not eligible for return or refund.
- ❖ Defective physical products will be replaced at no cost if reported within 14 days of receipt.

IV. EVENT CHANGES BY PAYEDGE ACADEMY

- ❖ If PayrollEdge Learning Academy cancels or reschedules an event, registered attendees will be offered:
 - Transfer into the rescheduled session, or
 - A credit equal to the full registration fee to apply toward another future event, or
 - A full refund for the event