

ProfilingPro Association/Membership Refund/Cancellation Policy

- ProfilingPro reserves the right to refuse/cancel a membership with ProfilingPro.
- If ProfilingPro refuses a new or renewing membership, registrants will receive a refund.

Membership Cancellation by Participant

ProfilingPro makes all efforts to ensure satisfaction with membership materials, services, and support. Refunds for a membership will be provided for new or renewing members with the following conditions:

- Each payment for membership contains a non-refundable registration fee.
- New Membership cancellations (Initial memberships) received within 2 days of registration are eligible to receive a registration refund less the \$100.00 administration fee.
- Membership renewals do not qualify for refund, \$0.
- Cancellations received after the stated deadline will not be eligible for a refund.
- Cancellations will be accepted via USPS or e-mail.
- All benefits and incentives received by participant will be cancelled.
- Cancellation requests must include a statement that no materials have been downloaded from the Authorized Area of ProfilingPro, rebranded, shared with others and/or implemented as a part of the cancelling member's marketing or coaching endeavors.
- All refund requests must be made by the credit card holder.
- Refund requests must include the name of the member and/or transaction number.
- Refunds will be credited back to the original credit card used for payment.

These above policies apply to all ProfilingPro memberships unless otherwise noted.

ProfilingPro Event Refund/Cancellation Policy

Event Cancellation by Sponsor

- ProfilingPro reserves the right to cancel an event due to circumstances which would make the event non-viable.
- If ProfilingPro cancels an event, registrants will be offered a full refund.
- Should circumstances arise that result in the postponement of an event, registrants will transfer registration to the same event at the new, future date and/or recording.

Registration Cancellation by Participant

- Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 5 business days before the event.
- Registration cancellations received prior to the deadline may be eligible to receive a refund of the cost of registration less a \$25% service fee.
- Cancellations received after the stated deadline will not be eligible for a refund.
- Refunds will not be available for registrants who choose not to attend an event.
- Cancellations will be accepted via phone or e-mail and must be received by the stated cancellation deadline.

- All refund requests must be made by the attendee or credit card holder.
- Refund requests must include the name of the attendee and/or transaction number.
- Refunds will be credited back to the original credit card used for payment.
- Duplicate payments will be refunded automatically. Overpayments will be credited to the members account or refunded upon request.
- Members will be responsible for any additional costs incurred during the processing of payments to ProfilingPro. Such costs include, but are not limited to, dishonored checks fees or bank charges due to insufficient charges or accounts having been closed.

ONLINE EDUCATION COURSES

- **On-Demand** - No cancellations or refunds are provided.
- **Self-Study** - No cancellations or refunds are provided.
- **Webinars** - No cancellations or refunds are provided after the webinar.

ProfilingPro will consider transferring payment for a non-attended and not recorded webinar for a future webinar of interest to the member. The registration fee for the alternate webinar should be of equal or greater fee, with the difference between the fee for a greater fee be payable by member. Should the alternate webinar be a lower registration fee than the non-attended and not recorded webinar, the balance of the original payment will be held for credit on a future webinar. No refunds are given.

Annual renewals for membership cover the cost of membership services, materials, and support for one (1) year. Membership services begin upon acceptance into ProfilingPro and when payment has been processed. Membership renewals are renewed on an anniversary year timeline. Any fees incurred by the member when processing payments are the sole responsibility of the member.

Membership Billing, Fees and Autorenewal

Like many organizations, ProfilingPro utilizes autorenewal to avoid disruption of a member's services and benefits. All ProfilingPro memberships are purchased for a 12-month term. Membership fees are non-refundable. All ProfilingPro membership renewals are automatically renewed on their anniversary.

Members who wish to cancel after completing their one-year term of membership should submit their request in writing at least 30 days prior to autorenewal to associates@profilingpro.com.