
Refund and Cancellation Policy Terms and Conditions

General Conditions

- **All refunds are at the discretion of InterProm USA**
- All requests for refund must be in **writing** and sent by **registered mail** to InterProm USA showing reason for withdrawal or return.
- For any purchase the customer has made these refund policies will apply.
- Only the customer's purchase prices will be refunded in case of an approved refund. An **administration fee** of 15% will be deducted from any refunds.

Conditions for Training and Education Services

- Replacement of participants can be made at any time at no additional charge.
- Cancellations received in writing (e-mail message to: contact@interpromusa.com, or fax message to: 480- 699-9643 no later than 15 business days before the start date of the training class will be fully refunded.
- No refunds will be made when cancellations are made less than 15 business days prior to the start date of the training class. In this case participants will receive a credit towards another training class, and a 15% cancellation fee will be charged.
- Please note that all course credits are valid for 6 months from the cancellation date.
- No refunds will be made in case an enrolled and confirmed participant fails to attend ("no-show").
- No refunds will be made for expenses made for travel, lodging, and meals for onsite or open enrollment training courses that cannot be cancelled.
- Customer will reimburse all expenses made for travel and lodging arrangements when cancelling a confirmed class within 15 business days prior to the start date of the class
- Confirming a training class as well as the number of students can be made, but is not limited to, verbally, by e-mail, by returning the signature page of this quote, by returning the Training Course Scheduling Request Form, by paying by credit card or check, and/or by forwarding a Purchase Order

Conditions for Merchandise

- Refunds do not apply for international customers.
- Returned merchandise must be in resell-able condition and have not been read or used.
- Merchandise can only be returned within 7 days after shipment to your location. No refunds will be made after this period.
- We will only ship merchandise to your location that is in good shape. We also use shipping material, which minimizes the chance of damage. In the event the merchandise does arrive in bad shape, we can not be held responsible for this. However, all our shipments are covered under standard insurance as is being provided by the US Postal Office and couriers.
- Our courier of choice is UPS. All UPS drivers have the option to leave a note or leave the package at the door for addresses that have been provided to InterProm USA where the customer is not available at the time of delivery. It is the customers' responsibility to provide a safe and secure address for the package to be left without the package being picked up by someone else other than the customer. InterProm USA is not responsible for lost or stolen packages that have been "delivered" to addresses where there is no one available to accept the package from the UPS representative. InterProm USA's shipment responsibilities end when UPS indicates it has delivered the merchandise. No refunds will be made when delivered merchandise has been stolen or is missing.

Conditions for Licenses

- Please refer to the additional Refund Policies, and/or Cancellation Policies, and/or Return Policies of the license agreement.

Conditions for Consulting Services

- No refunds will be made on any rendered consulting services including but not limited to assessments, workshops, project management, interim management, process consulting, technical consulting, implementation consulting, coaching/mentoring, etc.
- Customer is liable for all non-refundable expenses made by InterProm USA for travel, lodging, and meals in case a confirmed consulting service is cancelled within less than 7 business days. In this case a 15% cancellation fee will be charged.