

# **The Perlite Institute Refunds/Returns Policy**

## **Perlite Institute Membership Cancellation by Participant**

Membership cancellations received within 30 days of joining may be eligible to receive a full refund less a \$25 service fee. However, if a new member attends an event at the member pricing, the membership will be refunded less the service fee and the cost difference between the member and non-member event rates.

Cancellations will be accepted via fax or email at [customerservice@perlite.org](mailto:customerservice@perlite.org), and must be received by the stated cancellation deadline.

Cancellations received after the stated deadline will not be eligible for a refund.

All refund requests must be made by the organization's primary contact or credit card holder. Refund requests must include the name of the company and the name of the member.

The above policies apply to all Perlite Institute memberships unless otherwise noted in membership materials. Please read all individual materials thoroughly for any specific policies.

## **Perlite Institute Event Cancellation Policy**

### **Event Cancellation by the Perlite Institute**

The Perlite Institute reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable.

If the Perlite Institute cancels an event, registrants will be offered a full refund. The Perlite Institute is not responsible for individual expenses related to the event (i.e. hotel, flight, car rental, etc.).

Should circumstances arise that result in the postponement of an event, the Perlite Institute has the right to either issue a full refund or transfer registration to the same event at the new, future date.

### **Event Registration Cancellation by Participant**

The deadline to receive a refund for your registration is 30 business days before the event. From the time of paid registration through the 31st business day before the event, attendees may elect to cancel their registration and receive a full refund less a \$25 service fee.

All refund requests must be made by the company or attendee, and will be accepted via fax or email. Refund requests must be received by the stated cancellation deadline and must include the name of the company and attendee. Cancellations received after the stated deadline will not be eligible for a refund.

These above policies apply to all Perlite Institute events unless otherwise noted in event materials. Please read all individual event materials thoroughly for any specific policies, as most events list a specific cancellation date.