

# ITEP Event Refund Policies

## Credit Card or Debit Card Refunds

Electronic registration fee payments may be refunded within 50 days of the original transaction directly to the credit or debit account used in the initial transaction. Once a request has been submitted for processing, it may take up to 3 business days to credit the account electronically. **Please do NOT submit your credit card number or security codes via email to ITEP.**

For payments 51 days or more prior, the payee will receive a check from Northern Arizona University (NAU). You must complete, sign and submit forms in order to receive a refund by check. Once the refund paperwork has been submitted, you can expect a check within 30 business days.

## Cash, Check, Money Order or Direct Deposit (EFT) Refunds

Registration fees paid by check, cash, money order or direct deposit (EFT) will be reimbursed by check from Northern Arizona University. You must complete, sign and submit forms in order to receive a refund. Once the refund paperwork has been submitted, you can expect a check within 30 business days.

## Cancellation/Refund Deadlines

Each event has a refund cancellation deadline. See the "Registration" tabs, event documents, registration confirmation and the registration form for those dates. There will be a checkbox in the online registration form stating that you understand this policy, as well as the cancellation/refund deadline for the event. No refunds will be processed 30 days post conference.

## Refund Expiration

Please take note that any refunds owed that have not been received 30 days after the conference may not be completed due to grant funding timelines. Please contact an event representative if you feel that you are owed a refund and have not received it as soon as possible if close to the 30 days closure after the event.

## Instructions

All refund requests must be made in writing. Send an email to the conference email account with the contact name, contact phone number, event name, amount paid, date paid or date on check, payee name, amount of the refund request (it may not be the full registration amount if multiple people), and original invoice number, if possible. **Please do NOT submit your credit card number or security codes via email to ITEP.**