



CANCELLATION, RETURN, AND REFUND POLICIES FOR GPMI PRODUCTS

The Global Payroll Management Institute (GPMI) does not sell products on a trial basis. Orders are processed immediately upon receipt of payment. Should you order a product in advance of the production date, you may submit a written request for a full refund, provided that GPMI has not already shipped the product. GPMI will accept the return of unopened products in saleable condition. Refunds equal to the cost of the product less \$30 shipping and administrative fees will be issued upon receipt of the returned item(s). A check will be mailed to you for refunds; no refunds will be made directly to your credit card account. Authorization for returns must be obtained prior to returning any item by emailing GPMI customer service at Support@GPMInstitute.com. Return shipment must be at your own expense. Prices and product availability are subject to change without notice. All specials and promotions are limited by availability. Payment must be received with the order.

Publication/eBook Policies

General Policies

Prices and product availability are subject to change without notice. All specials and promotions are limited by availability.

Payment must be received with the order. The Global Payroll Management Institute (GPMI) does not sell products on a trial basis.

Payment includes total amount of product plus shipping and handling and tax (if applicable). Publication will not be shipped until entire payment amount due is received.

Please allow 14 to 21 days from the time you place your order for processing and shipping. Delivery times are not guaranteed and the actual delivery time will depend on product availability.

Should you order a product in advance of the production date, you may submit a written request for a full refund, provided the GPMI has not already shipped the product. Return shipment must be at your own expense.

Please note: Orders are processed next business day regardless of shipping method selected.

Publication Policies

GPMI will accept the return of unopened products in saleable condition.

Transfers/Substitutions:

A \$45 administrative fee will be assessed for each transfer/substitution. Some restrictions may apply. Transfers will be to another publication or substitutions will be to a colleague.

Requests to replace the name of the person receiving the publication should be made by emailing GPMI customer service at Support@GPMIInstitute.com. Each transfer/substitution will require completion of a transfer/substitution form and will be assessed the fee. A representative can provide the form.

Cancellations/Refunds:

Authorization for returns must be obtained prior to returning any item by emailing GPMI customer service at Support@GPMIInstitute.com.

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Refunds equal to the cost of the product less \$30 shipping and administrative fees will be issued upon receipt of the returned item(s).

Refunds: A check will be mailed to you for refunds; no refunds will be made directly to your credit card account.

Ebook Policies

Transfers/Substitutions:

A \$45 administrative fee will be assessed for each transfer/substitution. Transfers or substitutions must be requested before license activation.

Transfers/Substitutions will not be honored if the program license has been activated.

Transfers will be to another ebook or a substitution is to a colleague for viewing.

Requests to replace the name of the person viewing should be made by emailing GPMI customer service at Support@GPMIInstitute.com. Each transfer/substitution will require completion of a transfer/substitution form and will be assessed the fee. A representative can provide the form.

Cancellations/Refunds:

Cancellations or refunds will not be honored if the program license has been activated.

Refunds equal to the cost of the product less \$30 administrative fees will be issued. You may contact Membership Services by emailing GPMI customer service at Support@GPMIInstitute.com. Customer Service may also be reached at 210-630-4310, M - F, 8 a.m. - 6 p.m. CT.

A check will be mailed to you for refunds; no refunds will be made directly to your credit card account

Event Policies

Course & Events Policies

Courses are subject to cancellation at any time.

GPMI reserves the right to limit enrollment to ensure that published objectives are achieved. Event may be subject to cancellation due to low attendance.

Registration Fees: Registration form with payment must be received at least five business days in advance of the course start date to guarantee your registration. You will receive email confirmation of your registration and class date after your completed form and payment have been received and processed. Fees include course manuals, all meeting materials, and **may** include a continental breakfast each morning and lunch each day.

Conference Policies

Photography & Contact Information Release

By registering for GPMI's conferences, you are granting full permission to the Global Payroll Management Institute (GPMI) to use, reuse, reproduce, publish, or republish any photographs, motion pictures, recordings, or any other record of your participation in this event, in any medium now known or hereafter

If you have a disability, require special services, or special diet requests, please contact us at least 14 days in advance of the event. If you have not received confirmation of your registration one week prior to your seminar, please call GPMI at the number listed below to confirm your registration.

Same-Day Registrants:

Participants registering on the day of the program may enroll 15 minutes after all pre-registered participants have signed in. If there are insufficient class materials for same-day registrants, they will receive the materials at the earliest possible date following the seminar.

developed, alone or in conjunction with other material, without restriction as to changes or alterations, as well as to use my name, voice, likeness, and/or other indicia of identity, for editorial, educational, promotional, advertising, and commercial purposes, including without limitation in connection with the solicitation of contributions and the furtherance of

Travel Arrangements/Hotel

Accommodations: Attendees are responsible for their own travel arrangements to and from events. No room blocks are being held for the GPMI at seminar hotels. Room reservations and hotel charges are the responsibility of the individual. Parking fees are the responsibility of the attendee.

Specific Seminar Locations:

Specific class locations will be listed on the GPMI's website, gpmiinstitute.com at least 30 days before the seminar date.

Course Schedules: Please refer to the specific class brochure or go to gpmiinstitute.com.

the corporate objectives of GPMI. In addition, by attending or speaking at GPMI's conferences, you are granting GPMI permission to make your contact information available to the conference sponsor(s) who may choose to market their products and services to you via email, fax, telephone, mail, or other means.

Transfers/Substitutions, Cancellations/Refunds

A **transfer** is a request to change the location or date of your course.

A **substitution** is to replace the name of the person attending.

Transfers/Substitutions

Courses: A \$45 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply.

Either of these changes should be made by calling Membership Services. Each transfer and/or substitution will require completion

of a transfer/substitution form and will be assessed the fee. A representative can provide the form.

A transfer fee **will** apply if the incorrect location or date is selected. Please verify that you select the correct location and date to avoid transfer fees.

Webinars and Webinars On Demand:

A \$45 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program or if the program license has been activated.

Cancellations

Courses: Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are applicable only to future GPMI educational programs and are valid for one year from the date of issue. Cancellations the day of the

Event Policies, continued

program or after the program are nonrefundable and noncredited.

Webinars and Webinars On Demand: Cancellations or refunds will not be honored the day of the program or after the program or if the program license has been activated.

Refunds

GPMI regrets that refunds will not be given for no-shows. A check will be mailed to you for refunds; no refunds will be made directly to your credit card account.

Congress Policy: Because Congress is always fully booked, GPMI **cannot** honor cancellations or refunds. However, you may substitute another member or colleague from the same street address by emailing GPMI customer service at Support@GPMInstitute.com with the following information: original registrant's name, new (substitute) registrant's name, title, company name, full street address, and phone number.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your GPMI account for another GPMI sponsored meeting less a \$150 cancellation fee. This credit is good for one year from date of issue; **no exceptions will be made to this policy.** A \$45 administrative fee will be assessed for each substitution.

Learning Center Classes

Cancellations and Refunds:

(1) Refund computations will be based on the course time expressed in clock hours. (2) The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of

attendance; or (b) the date of receipt of written notice from the student. (3) If tuition and fees are collected in advance, \$100 shall be retained by the API Fund for Payroll Education, Inc./Payroll Learning Center. (4) If the student fails to enter the course, withdraws, or the course is discontinued at any time before completion, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the course after the effective date of termination bears to the total number of class hours in the

course. (5) A full refund of all tuition and fees is due in each of the following cases: (a) if an enrollee is not accepted by the school; (b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentations by the owner or representative of the school. (6) Refunds will be totally consummated within 15 days after the effective date of termination.

Refund Policy for Students Called to Active

Military Service: A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (1) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the

student for the portion of the program the student does not complete following withdrawal; (2) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (3) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (a) satisfactorily completed at least 90 percent of the required coursework for the program; and (b) demonstrated sufficient mastery of the program material to receive credit for completing the program.

CPE Complaint Resolution Policy

The GPMI will make every effort to resolve complaints regarding National Association of State Boards of Accountancy (NASBA) compliance within a reasonable amount of time and in a confidential manner. A formal complaint must be submitted in writing and must set forth a statement of the facts and the specific remedy sought. Submit CPE complaints to: Global Payroll Management Institute, Attn: Director of Certification, 660 North Main Avenue, Suite 100, San Antonio, TX 78205-1217..