

Refund Policy

Conferences:

A processing fee of \$100 will be charged for cancellations made 30 days before the event. There will be no refunds for cancellations made within 30 days before the event, although substitutions may be permitted. Refunds will not be provided for registrants who do not attend the conference or cancel less than ten days before the conference.

Notice of cancellation must be made via e-mail to cancellations@algassociates.com. A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days, subject to this Refund Policy.

Note that circumstances beyond the control of the conference organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. Therefore, ALG Associates reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on the conference web site as soon as possible.

Non-tangible Irrevocable Services

Where ALG Associates, LLC offers a non-tangible irrevocable services we do not issue refunds once the order is accomplished.

As a customer you are responsible for understanding this refund policy upon purchasing any product or services at our web site. However, we realize that exceptional circumstance can take place with regard to the character of the product or services we provide.

THEREFORE, WE DO HONOR REQUESTS FOR REFUND WHERE THE FOLLOWING REASONS APPLY:

1. non-delivery of the product or service: such as, for example, due to some mailing issues you do not receive a delivery e-mail from us;
2. download issues: it may happen that you are having problems while downloading the product or receiving a service;
3. irreparable defects or grave difficulties with the product or service: although all the products and services are thoroughly tested before release, unexpected errors may occur. This reason should be submitted to our Support Team for approval;
4. product or services not-as-described: a request based on this reason is satisfied on a case by case basis with ALG Associates reserving full discretion to make the determination whether a refund is appropriate.

CONTACT US

Please note that our Support Team is ready to provide you with timely and efficient professional assistance. We will attempt to find the best convenient solution for your query. Give us 12-24 hours for our Support Team to get back to you on the problem.

Requests for a refund are accepted within the period of 1 week after the order is placed.

You should accompany this request with detailed and grounded reasons why you are applying for a refund. Please make sure your request does not contradict our **Terms of Service**.

You may request assistance by sending email to support@ALGAssociates.com.

Payment Policy:

Conference registration is not complete until full payment has been received. Payments not received ten business days before the conference will result in no admittance of the person(s) to the conference and workshops. Payment may be made by Check, Visa, MasterCard or American Express with the submission of a completed registration form. A processing fee of \$25 will be charged for returned checks and the registration will be cancelled automatically until a negotiable instrument (acceptable form of payment such as money order or cashier's check) is received. Substitutions for registered attendees may be made at any time by contacting the WCM Registrar at registration@algassociates.com.

The **Terms of Service; Privacy Statement, Copyright Notice, Spam Policy** and **Refund Policy** are herein incorporated by reference.