



CANCELLATION AND REFUND POLICY

FOR EXTERNAL USE

Created: 06/2024

Approved: 07/2024

Purpose

To describe the Association of Neurovascular Clinicians (ANVC) policy for providing refunds to members and non-members who request to cancel attendance at an ANVC event or return an ANVC product.

Objective

The ANVC is committed transparent processes when requesting cancellations and/or refunds for ANVC events and products.

Scope

This policy applies to all members and non-members who have paid, or have committed to pay, for an ANVC event, goods or service.

Policy

All cancellations, returns and requests for refunds must be made in writing to info@anvc.org

Educational events

Cancellations 30 days or more prior to the event Full refund

Cancellations 15 – 29 days prior to the event 50% refund

Cancellations 14 days or less to the event No refund

Products

All sales are final unless the item arrives damaged or is lost en-route.

For items that arrive damaged, ANVC must be contacted at info@anvc.org prior to goods being returned.

Please allow fourteen (14) business days for goods to arrive. Goods that have not arrived within this period must be reported within thirty (30) days to info@anvc.org. Items reported after this time may not be able to be replaced.