




Policy Title:	TCN Cancellation and Refund Policy	Policy Number:	TCN.002
Effective Date:	January 8, 2020	Version:	1
Approved By:	Chris Comeau		
Regulatory Citation(s):	 Chris Comeaux, President and CEO 01/08/2020		
References:			

Teleios Collaborative Network Cancellation and Refund Policy

Teleios Collaborative Network (TCN) hopes everyone who registers for an event will be able to attend; however, TCN acknowledges that extenuating circumstances do occur. The following policy applies to all events unless a specific event explicitly modifies the policy in the registration form

General Event Registration Refund Policy

In the event TCN must cancel an event due to unforeseen circumstances, TCN will refund the cost of registration. However, TCN does not assume responsibility for any additional costs, charges, or expenses; to include, charges made for travel and lodging.

Registration can be transferred to another person if requested in writing by email to info@teleioscn.org by the original registrant at least seven calendar days before the event. No substitution is allowed less than seven calendar days before an event.

Registration payments may also be transferred towards the same event occurring the following year or another TCN event that takes place in the 12 months following the event for which registration was originally booked.

Where the registrant is unable to attend and registration transfer is not a viable option and requests a refund, the following refund arrangements apply:

- All refunds are subject to a \$50.00 USD administrative fee.
- If canceled up to 30 calendar days before the event, 100% of the registration fee (less the administrative fee) will be refunded.
- If canceled between 29 and 14 calendar days before the event, 50% of the registration fee (less the administrative fee) will be refunded.
- No refund is given if the registrant cancels less than 14 calendar days before the event.

Return and Refund Policy on Tangible Goods

Your satisfaction is important to TCN. If you are not completely satisfied with your purchase, you may return the product for a full refund or exchange the product for another one, be it similar or not.

You can return a product for up to 30 calendar days from the date of purchase.

Any product you return must be in the same condition you received it and in the original packaging. Please keep the receipt, proof of purchase is required.

Return and Refund Policy on Digital Goods

Returns are not possible on Digital Goods based on their very nature; however, TCN honors requests for refunds for the following reasons:

Non-delivery of the product: Due to an issue with email, you do not receive a delivery email from TCN. Depending on the price of the product, TCN may require you to first submit proof that you have submitted a report to the email service or Information Technology (IT) Support describing the missing item.

Download issues: You experience problems that prevent you from downloading the product. TCN recommends that you contact the support team for your browser provider or IT Support first, as this problem usually arises from issues with either the browser, firewall, or network.

Irreparable defects: Although all products are thoroughly tested before release, unexpected errors may occur.

Product not-as-described: A request based on this reason is addressed on a case-by-case basis and subject to our approval. To prevent this kind of claim from arising, every customer is encouraged to read full product descriptions of each type of product offered before making a purchase.

For questions, please contact info@teleioscn.org.