



## MEMBERSHIP REFUND POLICY

### ELIGIBILITY FOR REFUND

Refunds/cancellations for Guild membership will be considered under the following circumstances

- In the event of a pharmacy sale resulting in a change of ownership, the Queensland Branch will refund the membership fee from the date of the pharmacy sale, or if that date has passed, the date the Queensland Branch was notified of the sale until the expiration of the membership term.
- Any exceptional circumstances deemed valid by management.

### REFUND REQUEST PROCESS

- In all circumstances, the Queensland Branch must be notified in writing.
- Requests should be sent to the membership team via [membership@qldguild.org.au](mailto:membership@qldguild.org.au)
- The request must include the reason for the refund and any supporting documentation if applicable.

### REFUND PROCESS

- If a refund is approved, it will be processed using the original method of payment.
- Refund requests received up to and including the 15th day of the month will not incur a fee for the month however, refund requests received after 15th day of the month will result in the pharmacy being charged for membership for the full month and the cancellation will take effect from the next month.
- Refunds may take 14 days to process and reflect in the member's account.

### MEMBERSHIP TERMINATION

Requesting to cancel or refund membership may result in the immediate termination of all membership privileges and access to member-exclusive resources and events.

By becoming a member of The Pharmacy Guild of Australia, Queensland, you acknowledge that you have read, understood, and agree to the terms and conditions outlined in this Membership Refund Policy.

For refund inquiries or assistance, please contact [membership@qldguild.org.au](mailto:membership@qldguild.org.au)