



Cancellation and Refund Policy

Payroll Approval Checklist	Version 4.0
Author/Contact Person	Caroline Argent – Branch Director
Responsible Business Unit	Finance
Supporting Documents, Procedures and Forms	N/A
Relevant Legislation	N/A
Circulation	SharePoint
Approval	Branch Director

A customer who cancels their purchase is required to contact The Guild via enquiries@nsw.guild.org.au

In **all** circumstances, the NSW Branch must be notified in writing. Refunds will be paid to the originating bank account. Substitutions can be made in certain situations. All requests for exceptional circumstances should be made in writing.

Learning and Development & Guild Clinical courses

- Enrolments paid are not refunded. A refund will only be processed if a student purchases a course in error and notifies the NSW Branch immediately in writing prior to commencing study or attending a course;
- If a purchaser pays for a course at non-member pricing, whilst the purchaser is a member, a partial refund will be issued to reflect the correct member pricing.

Membership

A refund/cancellation to a member will only occur in the following circumstances:

- Where a pharmacy is sold and there is a change in owner, the Guild NSW Branch will refund the membership from date the pharmacy was sold up until the date of which the membership was paid.

Events & Products

- Please note that no refunds will be issued once tickets or products are purchased;
- Transfer of registration is allowed if the NSW Branch is notified at least 2 business days prior to the event. Any difference in fees are required to be paid if the replacement delegate is not entitled to the original rate;
- No refunds will be provided for transfers to a lower fee ticket.

Cold Chain Refunds

- A refund will be provided if the purchaser has purchased the incorrect amount of tests;
- If a test, or tests, are purchased at non-member pricing whilst the purchaser is a member, a partial refund will be issued to reflect the correct member pricing.

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