

American Association of Suicidology

Refund Policy

This policy applies only to purchases made through the suicidology.org website.

1. **Refund Request Period:** Refunds must be requested within seven (7) days of the purchase date. Any refund requests received after this period will not be eligible for consideration.
2. **Administrative Fee:** All refund requests are subject to an administrative fee equal to 10% of the original full invoice for all products purchased in the respective transaction, which will be deducted from the refund amount. This fee covers administrative costs associated with processing the refund.
3. **Eligibility for Refunds:** Refunds will only be granted under the following circumstances:
 - a. **Illness:** If the registrant is unable to attend the event due to a documented illness that prevents their participation.
 - b. **Death:** In the unfortunate event of the registrant's death, a refund will be issued to the next of kin or an authorized representative.
 - c. **Legal Restrictions:** If the registrant is legally restricted from attending an event, the tickets for which were purchased through suicidology.org, due to legal restrictions, including travel bans.
4. **Proof of Circumstances:** The American Association of Suicidology reserves the right to request appropriate documentation to verify the circumstances leading to the refund request. This may include medical certificates, death certificates, or legal documentation, depending on the situation. The American Association of Suicidology may, in its sole and absolute discretion, approve refunds for circumstances other than those described in Section 3, but is under no obligation to do so.
5. **Refund Process:** To request a refund, the registrant or their authorized representative must contact finance@suicidology.org within the designated refund request period. The refund request should include the registrant's name, contact information, proof of purchase, and a detailed explanation of the circumstances necessitating the refund.
6. **Refund Method:** Approved refunds will be processed within a reasonable timeframe using the original payment method used for the purchase, unless otherwise specified by the registrant or their authorized representative.
7. **Non-Refundable Items:** Certain items or services may be non-refundable, such as digital downloads, access to online resources, or any other items explicitly specified as non-refundable during the purchase process. Services purchased through means other than the suicidology.org website are provided with no refunds of any kind.