

Return and Refund Policy for PaymentsFirst

Last Updated: September 20, 2023

1. General Information

- 1.1. Thank you for choosing PaymentsFirst for payment-related events, education, and publications. We are committed to providing high-quality content and engaging experiences.

2. Registration and Payment

- 2.1. Registration and payment are often required to participate in events, services, and education, and to access our publications. By registering you agree to the terms and conditions outlined in this return and refund policy.

3. Cancellation and Refund Policy

3.1. Events (Conference)

Cancellation requests for events must be submitted in writing to info@paymentsfirst.org.

- If you cancel your registration at least 90 days before the event start date, you will receive a full refund.
- Cancellations made within 90 days of the event start date are non-refundable but may be transferable to another participant or applied as a credit toward a future event.
- No refunds will be issued for no-shows or cancellations made after the event has started.

3.2. Education Classes In-Person:

Cancellation requests for In-Person Education Classes must be submitted in writing to info@paymentsfirst.org.

- If you cancel your registration at least 30 days before the event start date, you will receive a full refund.
- Cancellations made within 30 days of the event start date are non-refundable but may be transferable to another participant or applied as a credit toward a future event.
- No refunds will be issued for no-shows or cancellations made after the event has started.

3.3. Education Classes Virtual:

Cancellation requests for virtual classes must be submitted in writing to info@paymentsfirst.org.

- If you cancel your registration at least 48 hours before the event start date, you will receive a full refund.

- Cancellations made within 48 hours of the event start date are non-refundable but may be transferable to another participant or applied as a credit toward a future event.
- No refunds will be issued for no-shows or cancellations made after the event has started.

3.4. Publications:

Digital and Printed Publications

- We do not offer refunds for purchased publications. All sales are final.
- If you encounter technical issues accessing or downloading a publication, please contact us, at 866-993-3753, or email info@paymentsfirst.org, and we will assist you in resolving this issue.

4. Event and Class Cancellation

4.1. PaymentsFirst reserves the right to cancel or reschedule events or classes due to unforeseen circumstances, low enrollment, or other reasons beyond our control. In such cases:

- We will notify registered participants promptly.
- Registered participants will have the option to receive a full refund or a credit toward a rescheduled or different event or class.

5. Contact Us

5.1. If you have any questions about our return and refund policy for events, classes, and publications, please call 866-993-3753, or email info@paymentsfirst.org.