

Complete and submit request to the Latino Tax Professionals Association via **EMAIL:** info@latinotaxpro.org
FAX: 831-424-3218 or **MAIL: Attn: Refund Processing,** Latino Tax Professionals Association, 1588 Moffett St, Suite A, Salinas, CA 93905.

Students will be charged a 15% Restocking Fee for any materials that are returned opened. Refer to Refund Policy for cancellation fees of webinars, Regional Seminars, Latino Tax Fest, etc.

I. STUDENT INFORMATION

PTIN or EIN _____ Full Name _____
 Mailing Address _____
 City, State, Zip Code _____ Telephone # _____
 Email _____
 Signature _____ Date _____

II. REFUND INFORMATION

COURSE/EVENT _____
 REASON _____

REFUND OPTION: Select one option only

- Mail Check: Please allow 1-2 weeks to process and receive check. (Provide your mailing address above).
- Credit Card: Please allow 3-5 business days to process Credit Card Refund. (Must be within 90 days from purchase)

III. LTP USE ONLY

<p>Miscellaneous Fees Not Refunded:</p> <p><input type="checkbox"/> Restocking Fee (textbooks)</p> <p><input type="checkbox"/> Early Cancellation Fee (live events)</p> <p>Comments: _____ _____ _____</p>	<p>Invoice URL _____</p> <p>Amount of Invoice _____ Sales Rep _____</p> <p>Administration Fee: _____</p> <p>Total Refund Due: _____</p> <p>Processed By: _____ Date: _____</p> <p><input type="checkbox"/> Direct Deposit/Credit Card <input type="checkbox"/> Refund Check</p>
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RETURNS AND EXCHANGE POLICY

Self-Study Internet-Based Courses

Students have the right to request a full refund of their purchase excluding taxes and shipping (if applicable) within seven (7) days of the purchase date if unsatisfied with the online course material. A request made after seven (7) days but no more than 30 days with 0% coursework completed will result in a store credit. If a textbook was purchased with the internet-based course, a refund will only be issued after the original textbook(s) have been received in a re-sellable condition. If the textbook is not shipped back only partial credit will be refunded. Any other requests outside of this policy will be denied. The request must be made in writing and sent to info@latinotaxpro.org.

Hybrid Course (Live CTEC 60 Hour)

If for any reason the student is not satisfied, they may withdraw prior to completing 25% of the course and receive a full refund of the tuition fees (total payment less fees for registration, books and materials) less any discounts applied. If the student withdrawal occurs from 25%—50% of completing the course, 50% of the paid tuition portion will be returned; materials fees and registration will not be returned. If cancellation occurs after completion of 50%, but before 75% of the course, the student's obligation is 75% of the tuition fees. If cancellation occurs after completion of 75% of the course, the student's obligation is 100% of the tuition fees. (Cancellation shall be considered to have occurred no later than seven days after the last date of attendance).

Registration, books and materials fees are nonrefundable after the first class session unless the class is cancelled.

Internet-Based (Webinars)

Attendees may cancel their reservation for a given date seven (7) days in advance and apply their entire credit towards future Seminars or online product. Individuals who want a refund will be charged a \$100 cancellation fee. If a reservation is cancelled fewer than seven (7) days before the seminar no refund will be issued. The request must be made in writing and sent to info@latinotaxpro.org.

Live Events (Latino Tax Fest, Regional Seminars, Corporations & Partnerships, etc.)

In the event of insufficient enrollment students will receive a ten (10) day advance notice if enrollment minimum has not been met. Students will be first contacted by phone with a follow up email. Students will have a choice between a refund or access to an online self-study course.

If you're not able to attend the event, you can receive a one-time credit for the full amount of your registration fee. This credit can be used for any future event or product in our store within 365 days of the purchase date.

No hassle refund policy for purchase up to 30 days before the event. If the event is within 30 days of your refund request, there will be a \$95 processing fee.

If no-show, no credit or refund will be issued.

If you are asked to leave the premises by event management or property host for cause (i.e. misconduct, inappropriate advance toward others, intoxication, etc.) you will not be issued a credit or a refund.

VIP Membership Cancellation

You may cancel your VIP membership subscription within 30 days of your signup date, in writing, and we will refund your entire subscription.

Shipping

We only ship to addresses within the continental United States, Puerto Rico, Alaska and Hawaii.