

7.6.1.1 Refund of Services and Products

1. Services Rendered:

There will be no refunds for services that have been provided. -

2. Products:

If the product is returned unused within 15 days of purchase, a full refund or replacement will be made, provided no structural abuse is visible and the product is resalable.

There is no refund on forms.

There is no refund on software. If the product is defective it will be exchanged provided it is returned within 30 days of purchase.

Supra Active Key purchasers are entitled to a full refund if Key is returned within 30 days of the date of purchase. Supra Active Key holders may sell their key to another member with the understanding that a transfer fee shall be assessed upon the new owner.

Bylaws & Policy Approved: 4/22/11

Board of Directors Approved: 4/28/11