

## CGJA Refund Policy

- A. The California Grand Jurors' Association (CGJA) will consider and process refund requests on a case-by-case basis for the types of transactions listed below.
- B. **Merchandise:**
1. A full refund, excluding any shipping costs, will be issued, or at the customer's request, replacement of the product will be offered for non-delivery of merchandise or defective merchandise, or if the product received is substantially not as described. The person requesting a refund must submit a claim for any of these reasons to CGJA within 14 days after CGJA's shipment date.
  2. The Public Relations Committee Chair will approve or disallow merchandise refund and replacement requests and the Treasurer will disburse a check to the customer within 14 days of approval of the request for a refund.
- C. **Donations:**
- A restricted donation may be refunded, upon the Treasurer's approval, in the event the donor wishes to retract the gift based on a good faith determination that the donor's restrictions are not being met by CGJA. Unrestricted donations shall not be refunded.
- D. **Training Seminars and Workshops:**
1. **Participant Cancellations** – CGJA will allow refunds for cancellations received up to five (5) business days before the event. Cancellations received after this period will not be eligible for a refund.
  2. **Transfers** - Registrations are transferable from one participant to another within an organization upon approval of the CGJA Training Chair. The Chair may also approve the transfer of a registration payment from one event to another. The registrant should contact [cgjatraining@cgja.org](mailto:cgjatraining@cgja.org) to cancel, transfer, or inquire about event concerns.
  3. **No Shows** – CGJA will not issue a refund to a registrant who does not attend an event and has not timely cancelled in advance.
  4. **Event Cancellations** - In the event CGJA cancels or reschedules an event, the registrant has the option of transferring the registration to another event of the same subject, or receiving a refund. CGJA will contact the registrant to discuss options.
  5. **Post-Event Refund Requests** – CGJA will not issue refunds after the event has occurred.
- E. **Annual Conferences:**
1. **Participant Cancellations** – CGJA will issue a full refund before the hotel / meal (food) contractual deadline (which is usually about a week before the conference). CGJA will issue a partial refund of the registration fee (excluding the meal order portion), if it is received after the hotel / meal deadline, and five (5) business days before the event.
  2. **No Shows** – CGJA will not issue a refund to a registrant who does not attend an event and has not cancelled in advance.
  3. **Post-Event Refund Requests** – CGJA will not issue refunds after the event has occurred.