

The National Playground Contractors Association Inc. (NPCAI) Refunds and Returns Policy

NPCAI Membership/Certification Cancellation by Participant

Requests for membership cancellations will not be honored.

NPCAI Event Cancellation Policy

Event Cancellation by NPCAI

NPCAI reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable.

If NPCAI cancels an event, registrants will be offered a full refund. NPCAI is not responsible for individual expenses related to the event (i.e. hotel, flight, car rental, etc.).

Should circumstances arise that result in the postponement of an event, NPCAI has the right to either issue a full refund or transfer registration to the same event at the new, future date.

Event Registration Cancellation by Participant

The deadline to receive a refund for your registration is 30 business days before the event. Attendees may elect to cancel their registration and receive a full refund less a \$25 service fee.

All refund requests must be made by the company or attendee, and will be accepted via fax or email. Refund requests must be received by the stated cancellation deadline and must include the name of the company and attendee. Cancellations received after the stated deadline will not be eligible for a refund.

These above policies apply to all NPCAI events unless otherwise noted in event materials.

NPCAI Goods and Product Refund/Return Policy

All returns of goods and materials purchased directly from NPCAI require prior authorization. Shipping and handling charges are non-refundable; returns must be authorized by NPCAI within 30 days of the invoice date. Within thirty days of purchase, we will replace, substitute or repair, at our sole discretion, any product that is deemed defective.