



The Association of Consulting Engineers Australia This refund policy provides an overview of ACEA's practices regarding refunds of purchases made online.

1. EDUCATION COURSE REFUNDS

A full refund will be made for cancellations received more than 20 working days prior to the event. Cancellations made between 5 and 20 working days from an event will incur an administration fee of \$650 and the remainder of the course fee will be kept towards future courses. NB. Refunds will not be given if a delegate fails to attend or cancels within 5 working days of an event. Substitutions can be made at any time without penalty.

2. SEMINARS/ EVENTS

Please note refunds cannot be made unless notification is received in writing to the above address, no less than 5 working days prior to the event. We take your return of this completed form as indication of your intention to attend the event, a reminder notice will not be issued.

3. BOOKSHOP

Refunds will be given for incorrect product purchase, once the product has been returned to the ACEA at the buyers expense. The refunded amount will not include any charges incurred by the ACEA for postage and handling.

4. GENERAL

If you have any comments relating to the refund policy you should write to:

National Operations Manager
ACEA
GPO BOX 56
SYDNEY NSW 2001
Phone: 02 9922 4711
Email: acea@acea.com.au