

### How To Cancel an Item or Order

#### **Terms & Conditions**

Click here to access Terms and Conditions.

### **Cancellations and Returns**

- The CAP is not liable for loss or damage caused by force majeure.
- If any publication you order from the College of American Pathologists does not meet your expectations, it may be returned-if in original condition-within 30 days of purchase for replacement or refund. All returned publications should be sent to:
  - Customer Data Management
     College of American Pathologists
     325 Waukegan Rd
     Northfield IL 60093
     USA

To return a publication item, <u>email</u> or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1. Once the return order is processed/booked, a confirmation email is sent.

- For orders made on behalf of a laboratory/organization, the confirmation will be sent to the "Ship To" contact on the account.
- For orders made on your personal account, you will receive the confirmation at the email listed as preferred in My Profile.

**Important:** Proficiency Test Programs returns are not accepted. If you have any questions or concerns, <u>email</u> or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.

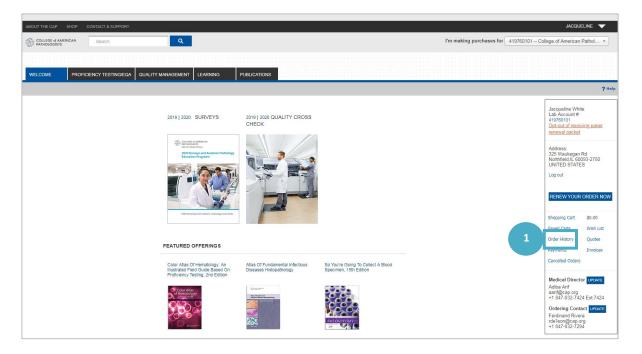
### **Refunds and Credits**

- A credit cannot be issued for any shipping & handling fees once the shipment has been released.
- Participants are responsible for all costs and expenses related to the return of shipments to CAP
  or its designated distributor if the reason for such return is late program cancellation, refused
  shipment, or invalid ship-to address.
- Refund price will be prorated based on the number of remaining shipments Please contact the CAP if you wish a credit to be refunded to your institution.

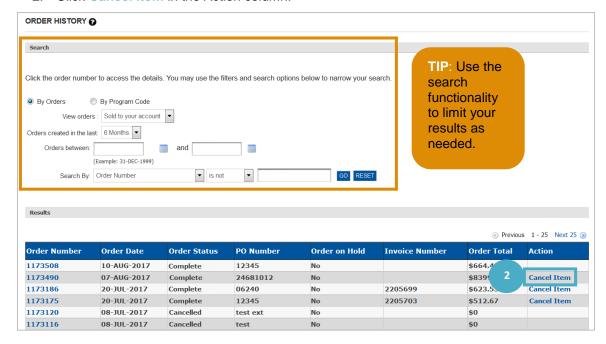
# Cancel an <u>Item</u> Purchased on a Lab/Organization Account

Due to vendor commitments, the CAP must receive cancellations no later than six weeks prior to the ship date to receive credit for canceled programs.

1. Click Order History.

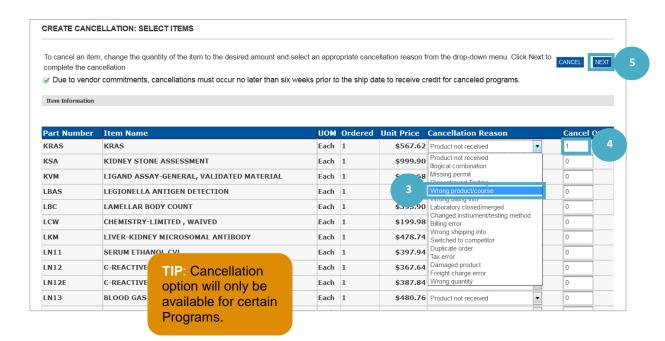


2. Click Cancel Item in the Action column.



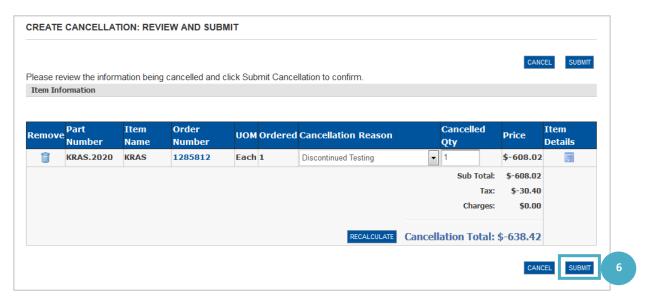


- 3. Use the dropdown menu to select your Cancellation Reason.
- 4. Enter the Cancel Quantity.
- 5. Click Next to continue.





6. Review and Submit your cancellation.



When your cancellation has been processed, the acknowledgement page will appear.



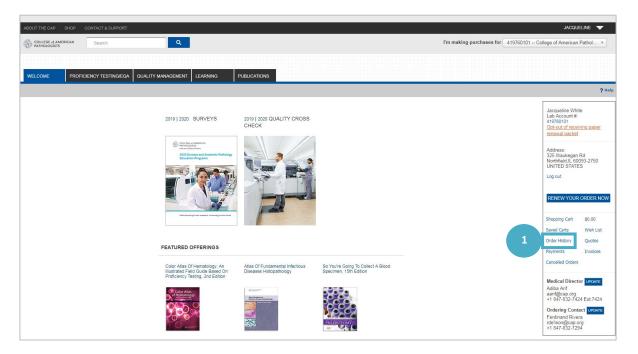
A separate order confirmation will be emailed to the shipping contact once the cancellation has been confirmed.



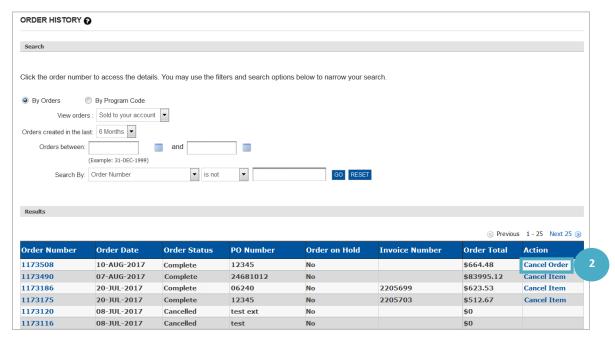
## Cancel an Order Purchased on a Lab/Organization Account

Complete order cancellations can only be made if the order has not yet been confirmed by CAP.

1. Click Order History.

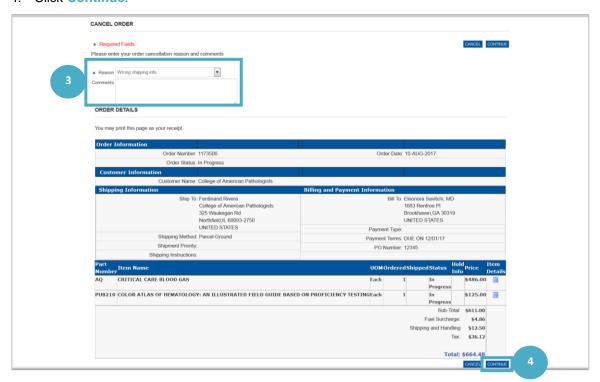


2. Click Cancel Order in the Action column.





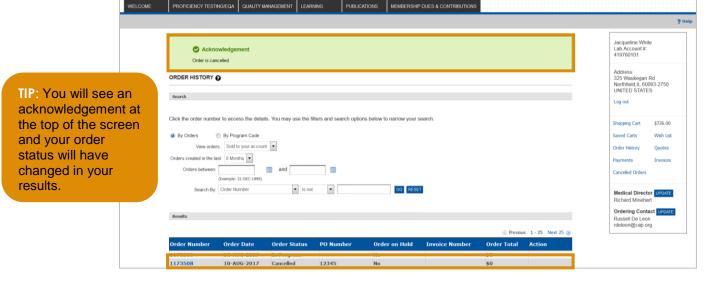
- 3. Use the Reason drop down arrow to select your reason for cancelling the order. You may also add text in the **comments** text box.
- 4. Click Continue.





You will see an acknowledgement at the top of the screen. The order status for the order you've just cancelled will also be updated. Also, an acknowledgement of the cancelled order will be emailed.

• For orders made on behalf of a laboratory/organization, the confirmation will be sent to the "Ship To" contact on the account.



### **Customer Contact Center**

We appreciate your business. If you have a question about the status of an order, please email or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.