



## ESP Ultrasound Refund Policy

There are three sections of the refund policy: 1. Non-refundable Items, 2. Conditions for Partial Refunds of Webinar Registrations, and 3. Deduction of Discounts and Shipping Costs of Products Purchased with a Refunded Webinar Registration.

### 1. Non-refundable Items:

- Academic Alliance membership
- Books (exceptions are made for bulk orders, see page 3)
- Digital Case Studies
- Digital Quiz Cards
- On-demand CME courses
- Paper Quiz Cards
- T-shirts
- X-Zone subscriptions

### 2. Conditions for Partial Refunds of Webinar Registrations:

- 1) Registrants are eligible to receive a refund minus a \$50 administrative fee, if the following conditions are met:
  - a. The corresponding workbook has not yet been mailed to the registrant, and
  - b. the registrant has not activated X-Zone.

If qualifying products were purchased at the same time the webinar registration was purchased, refunds will void the right to discounted pricing and free shipping (see Deduction of Discounts and Shipping Costs of Products Purchased with a Refunded Webinar Registration).

- 2) Registrants are not eligible to receive a refund if any of the following conditions are true:
  - a. ESP has shipped the workbook to the registrant or;
  - b. The registrant has activated X-Zone or;
  - c. The registrant attended the webinar.
  - c. The registrant requests a refund after the webinar has concluded.

- 3) Attendees may transfer to another ESP webinar within the same calendar year without incurring a cancellation or administrative fee.

### **3. Deduction of Discounts and Shipping Costs of Products Purchased with a Refunded Webinar Registration:**

Products ordered with a webinar registration are non-refundable.

Discounts and free shipping of products are offered with the purchase of a corresponding webinar course. If the course is refunded, the customer is not eligible for discounts or free shipping. Discounts and shipping fees will be deducted from the refunded amount.

- Refunded webinar registration without the purchase of products:

Total amount paid - \$50 administrative fee = net refund

- Refunded webinar registration with the purchase of products:

Total amount paid - \$50 administrative fee - full price of products purchased – standard shipping charges = net refund

Products ordered with a webinar registration are non-refundable.

## Bulk Book Refund Policy

The following guidelines and procedures apply to the return of books purchased from ESP Ultrasound

1. Permission is required before returning books. Return requests must be submitted in writing to Book Returns Dept., ESP Ultrasound. The requests may be mailed or emailed. The invoice number, reason for the return, contact person, phone, and e-mail must be on the request.
2. Books must be in re-sellable condition (no bent covers, inserts, price stickers, stamps, etc.). If they are in their original shrink wrap and never opened.
3. Shipping costs and tracking are the responsibility of the customer. Books should be returned by a traceable method (i.e., UPS, RPS). The customer is responsible for the return shipment until it is received by ESP Ultrasound
4. Returns must be received within 3 months of the invoice date (once approved).
5. Returns will not be permitted for books that are out of print or discontinued for any reason, including the publication of a revised edition.
6. Books not accepted by us for credit will be returned to the customer upon request, at the customer's expense. Requests must be made within thirty days of issuance of ESP Ultrasound's "Not Eligible for Credit" notice.
7. ESP Ultrasound will issue a credit memo upon receipt of the returned books. A cash refund can be requested if the account has a credit balance.
8. A restocking fee of 25% will be charged against credits issued in cases where more than 20% of original books purchased are returned.
9. If a return results in a decrease in volume discount, credit will reflect this decrease.
10. Full credit will be issued if a course is canceled and the entire stock is returned within sixty days.
11. Please notify us within thirty days if you receive damaged / defective books or an incorrect shipment (above procedures would not apply). Please retain a copy of this policy for your records. Thank you for your cooperation. Book Return Address:

**\*\* Please include a printed copy of this Book Return Request inside return package. \*\* \*\***  
Purchaser must provide valid tracking information for their return. Returns without tracking confirmation will not be processed. \*