



# Cancellations

## FOR CANCELLATIONS RECEIVED 14 DAYS OR MORE BEFORE EXAM DATE:

All registration fees, minus the cost of the workbook/shipping (\$135) already received, will be refunded. Retest cancellations are subject to a \$100 refund.

## FAILURE TO ATTEND AN EXAM WITHOUT MAKING A NOTICE OF CANCELLATION:

No refunds will be provided for no shows.

Cancellation requests must be provided in writing by email to [kallie@pacaweb.org](mailto:kallie@pacaweb.org). Telephone requests cannot be accepted.

PACA reserves the right to dismiss any registrant for disruptive behavior toward the instructor and/or other participants. Registrants dismissed for disruptive behavior are not eligible for a refund of their registration fee and will be reported to their employer.

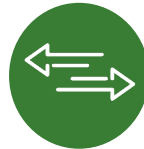
The registrant of this certification voluntarily assumes the risk of injury to themselves which may result from the training, testing or demonstration and releases and discharges PACA, the facility providing the training, testing or demonstration site and the provider of the training, testing or demonstration from all claims or liability by participant resulting therefrom.

PACA reserves the right to charge appropriate registration fees based on membership status, late date registration, cancellation and transfer policies.

PACA is not responsible for an exam failure based on lack of study time or preparation by registrant.

PACA reserves the right to cancel or reschedule exams or to assign attendees to a different exam in order to comply with COVID-19 related orders, directives or guidance, or in the event that it deems such changes necessary for the protection or best interest of its attendees.

# Transfers/Substitutions



## TRANSFERRING FROM ONE EXAM DATE TO ANOTHER:

Transferring from one exam date to another within ten (10) days of your original exam date may be subject to a \$100 transfer fee and is based on availability of seats in your requested date.

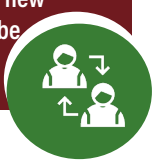
Fee must be paid via credit card at time of invoicing.

It is the responsibility of either the company representative or the substitute examinee to obtain a copy of the book from the original examinee or to purchase a replacement book. A new book will not be shipped to a substitute.

Transfer requests must be submitted in writing to [kallie@pacaweb.org](mailto:kallie@pacaweb.org).

Transfers from one exam year to another are prohibited. If you cannot make your exam in the current year, you will be issued a refund based on the refund policy.

Substitutions are always welcome **WITHIN THE SAME EXAM DATE** and should be requested in writing to [kallie@pacaweb.org](mailto:kallie@pacaweb.org). New books are not shipped to the new examinee. If another copy of the book needs to be purchased, please email [kallie@pacaweb.org](mailto:kallie@pacaweb.org).



Once shipped, workbooks become the sole possession of the payee/attendee and may not be returned to PACA for a refund.