



CCRE Refund and Return Policy

NCRA wants you to be totally satisfied with your purchase. Please see refund policies listed below for online learning activities and store products. NCRA will process your refund as quickly as possible. Please allow up to 14 business days after the request has been received.

Cancellation and Refund Policy for Online Learning Products

Online learning activities include all activities listed on NCRA's Center for Cancer Registry Education. These include learning modules, live webinars, online courses, JRM quizzes, subscriptions, encore sessions, and AHIMA courses hosted on the site.

To cancel or request a refund, the following is required:

- A written request for cancellation/refund must be received by NCRA within **14** days of the purchase date. The request may be submitted by fax, mail, or email.
- Partially completed learning activities cannot be cancelled or refunded.
- A written request for cancellation for a live webinar must be received **24 hours** prior to the scheduled live event.
- Refunds will be issued in the same form of payment as the original purchase (i.e. credit cards payment will be refunded to the same credit card of the original purchase.)
- Ways to submit requests:
E-mail: CCRE@ncra-usa.org

Store Product Refund and Return Policy for Individuals and Institutions

Store products would include any publications, workbooks, review guides, or NCRA merchandise. NCRA will accept return or refund requests for products up to **30** days after delivery. In order to expedite the process, please include an explanation for returning the product(s) and whether a refund or exchange is desired.

All returns must be:

- Returned in a "saleable" condition.
- Refunded in the same form of payment as original purchase (i.e. credit cards payment will be refunded to the same credit card of the original purchase).
- Mailed to NCRA. We do not accept C.O.D.'s.

Mail: NCRA | Attn: Store | 1330 Braddock Place, Suite 520 | Alexandria, VA 22314