



FICS Refund Policy

Fédération Internationale de Chiropratique du Sport (FICS) created this Refund Policy to demonstrate our respect for our clients and our commitment to the provision of quality products and services.

Members who register for a FICS course, workshop or seminar occasionally change their mind for one reason or another. Regardless of the reason, we believe there should be a definite refund policy for members who decide not to take the course.

Refunds are only given under the following circumstances:

SPORT CHIROPRACTIC COURSES

You can request a full refund up to ten working days* after confirmation that your purchase has been **completed**, provided the course has not been started. Any request for withdrawal after ten days following purchase, or once the course has been started, if approved, will receive a credit note which can be used towards paying for a future FICS course, workshop or seminar. In such cases, 20% of the course fee will be charged as an administration fee. This will only be granted during the first quarter of the course. Credit notes expire after 12 months.

Courses that cannot be continued or rescheduled as a result of a FICS issue will be refunded in full.

*Saturdays, Sundays and public holidays are not counted as working days.

WORKSHOPS AND SEMINARS

You can request a full refund up to 10 working days* after paying for access to a workshop or seminar provided you have not yet accessed the materials. Any request for refunds after ten days following purchase, or once you have accessed the materials, if approved, will receive a credit note which can be used towards a future FICS course, workshop or seminar. In such cases, 20% of the course fee will be charged as an administration fee. Credit notes expire after 12 months.

CONFERENCES AND SYMPOSIUMS

You can request a full refund up to 10 working days* after paying for a FICS hosted conference or symposium. Any request for refunds after ten days following payment, if approved, will receive a credit note which can be used towards a future FICS conference or symposium. In such cases, 20% of the fee will be charged as an administration fee. Credit notes expire after 12 months.

Requests for refunds for conferences or symposiums hosted by third parties will be in accordance with the refund policy of the third party. FICS is not liable for refunds for withdrawals from third party hosted events.

EXCHANGE RATE FLUCTUATIONS

Exchange rate fluctuations for international payments are constant and unavoidable. All refunds are processed in U.S. dollars, and will reflect the exchange rate in effect on the date of the refund. All refunds are subject to this fluctuation and FICS is not responsible for any change in exchange rates between time of payment and time of refund.

Refunds will be made at the amount which the participant made, however FICS has no control over the fluctuation of the currency rate and takes no responsibility for any variances in currency or bank fees incurred by the participant at the time of refund.

BANK DETAILS AND BANK FEES:

It is the participants responsibility to ensure that they provide FICS with their correct bank information to undertake a successful transfer of funds. If the participant bank details provided are incorrect and the transfer of funds is not successful, at no fault to FICS, upon return of the funds to the FICS bank account, **the participant should note that any bank fees incurred due to this failed attempt, as a result of incorrect bank account details being provided**, will be passed onto the participant and deducted from any further transfer. FICS will take all care to communicate this with the participant at the time of refund, however the participant needs to provide correct DEBIT information for their BANK ACCOUNT to ensure the transfer of funds is received.

CHANGES TO PAYMENT AND REFUND POLICY

We reserve the right to change this refund policy terms and conditions at any time. Any such changes will take effect when posted on the website.

CONTACTING FICS ABOUT REFUNDS:

If you require further information regarding our refunds policy, please contact us via email at admin@sficsport.org.