

Defense Acquisition University Alumni Association

Refund Policy (Updated 1/23/18)

Our policy lasts 30 days or unless otherwise indicated below. Unfortunately, if you do not meet any of the requirements, or after 30 days have gone by since your purchase, you will not qualify for a refund.

Once we receive your cancellation notice we will contact you on the status of your request. If you are approved, then your refund will be processed, and a credit will be applied to your original method of payment, within a certain amount of days.

Your date of cancellation is determined by the date the notice of cancellation is received. In order to process your refund, we require a receipt. Refunds are not issued once an event is completed.

Late or Missing Refunds

If you have not yet received a refund, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you have done all of this and you still have not received your refund, please email us at dauaa2@aol.com.

Gifts

The item qualifies as a gift if it was purchased for you by someone else. The refund is issued to the original method of payment, no exceptions.

Partial Refunds Issued: (if applicable)

Membership

The refund amount is prorated from the date of cancellation to the end of term date. A \$3 administrative fee is deducted from your refunded amount.

Exhibiting Company

The refund amount is determined by the date of cancellation in relation to the move-in date and the amount the invoice was for. If the cancellation was received prior to the 45 days before move-in, 50% of your invoiced amount is refunded. If the cancellation was received after the 45 days before move-in, a refund will not be issued.

Event Fees

The cancellation dates for events are specified on the event pages. A 15% administrative fee is deducted from your refunded amount.