

# Wise Cosmos Educational Initiative

## Return Policy

Effective date: September 17, 2018

### Refunds

**There are no refunds.**

### Subscription Changes & Cancellations

All requested changes and cancellations to an existing subscription must be communicated via email to [Subscriptions@wisecosmos.org](mailto:Subscriptions@wisecosmos.org).

### Membership Changes & Cancellations

All requested changes and cancellations to an existing membership must be communicated via email to [Membership@wisecosmos.org](mailto:Membership@wisecosmos.org).

If you change or cancel a paid membership prior to 24 hours before the completion or expiration of the membership, the pro rata financial remainder will be available as a credit for use toward the purchase of another membership, future Wise Cosmos event, or product within one year of the change or cancellation date.

The credit expires one year after the change or cancellation date and at that time will be converted into a donation to Wise Cosmos Educational Initiative (tax deductible for United States residents).

Changes or cancellations less than 24 hours prior to the completion or expiration of the membership will not result in a credit but be converted into a donation to Wise Cosmos Educational Initiative (tax deductible for United States residents).

There is no cash value to any credit issued.

### Event Registration Changes & Cancellations

All requested changes and cancellations to an existing event registration must be communicated via email to [Events@wisecosmos.org](mailto:Events@wisecosmos.org).

If you change or cancel a paid registration up to 7 days prior to the event start date, the amount paid will be available as a credit for use toward the purchase of a future Wise Cosmos event, membership, or product within one year of the original event start date.

The credit expires one year after the original event start date and at that time will be converted into a donation to Wise Cosmos Educational Initiative (tax deductible for United States residents).

Changes or cancellations less than 7 days prior to the event start date will not result in a credit but be converted into a donation to Wise Cosmos Educational Initiative (tax deductible for United States residents).

There is no cash value to any credit issued.

## Tangible Product Exchanges

We only replace tangible product items if they are defective or damaged. All requested exchanges must be communicated via email to [Admin@wisecosmos.org](mailto:Admin@wisecosmos.org).

## Shipping

To return a tangible product, you must first communicate the request via email to [Admin@wisecosmos.org](mailto:Admin@wisecosmos.org). Once the exchange has been approved, you will be provided with the address to which the product must be returned. Different products need to be delivered to different locations.

You will be responsible for paying the shipping costs for returning your product to us. Shipping costs are non-refundable.

Once we receive the product and confirm that it is defective or damaged, the replacement product will be shipped to you. The time it takes for you to receive your exchanged product depends largely upon where you live relative to the location that will ship the replacement.

If you are shipping an item whose value is over \$75, we recommend you consider using a trackable shipping service and/or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

## Gifts

If you receive a membership, event registration, or product as a gift, the same policies and procedures for changing, cancelling, or exchanging described herein apply.