



## Women in Seafood Australasia Ltd

### Refund and Cancellation Policy

<b>Policy Owner:</b>	Finance Manager
<b>Policy Title:</b>	WISA Refund and Cancellation Policy
<b>Policy Number:</b>	WISAPOL.05v1
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#### 1. Introduction

This refund policy outlines the terms and conditions under which refunds will be granted for any purchases from Women in Seafood Australasia (WISA).

#### 2. Purpose

The purpose of this document is to provide a framework for -WISA to consider, approve and process refunds, transfers, and cancellations.

#### 3. Policy

##### *Timeframes*

Sales of memberships – memberships can be cancelled at any time via WISA’s membership system or email to [communications@womeninseafood.org.au](mailto:communications@womeninseafood.org.au). Members may cancel their membership within 14 days of purchase for a full refund.

Sales of goods - Refund requests must be made within 14 days of the purchase date and goods must be returned in the same condition they were received.

Sales of tickets – Refunds for ticket purchases will be evaluated on a case-by-case basis, considering the specific details of each event.

##### *Cancellations*

If an event is cancelled or rescheduled, ticket holders will be offered the option to transfer their ticket to the new date or receive a full refund.

Tickets may be transferred to another person or exchanged for a different event of equal or lesser value at the discretion of WISA’s EO [eo@womeninseafood.org.au](mailto:eo@womeninseafood.org.au).

Refer to the constitution for WISA’s sale of memberships.

### *Non-refundable*

Where an item is non-refundable, this will be stated at the time of purchase.

No refund is offered for events where the ticket holder is a no show.

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

### *Fees*

Where certain fees apply, such as administrative or setup fees, these are non-refundable and will be deducted from the refund amount.

## 4. Refund Process

To request a refund, please contact [finance@womeninseafood.org.au](mailto:finance@womeninseafood.org.au) and provide your order number and reason for the refund request.

### *Required Documentation*

You may be required to provide proof of purchase and additional information to process your refund request.

### *Processing Time*

Refunds will be processed within 7-10 business days after approval. The refund will be issued to the original payment method.

## 5. Shipping and Postage

Tickets are delivered electronically unless specified.

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you are located, the time it may take for your order to reach you, may vary.

Products are delivered using Australia Post. Shipping costs are listed at the time of purchase and will be added to the order total before checkout.

Orders are dispatched within 5-10 business days. Shipping times vary as per Australia Post shipping.

The Customer shall be fully responsible for any loss or damage to the goods whatsoever and howsoever caused following delivery.

## 6. Return to sender parcels

Any parcels returned to WISA (returned to sender) shall be returned at a cost to the customer. This can be due to:

- Incorrect delivery details provided
- Failure to deliver
- Failure to collect
- Or any other reason outside of WISA's control

## 7. Terms outside of this Policy

Where any terms differ from this policy, details will be listed at the time of purchase.

## 8. Policy Changes

WISA reserves the right to modify this refund policy at any time. Changes will be posted on our website.