

## **Refund Policy**

### **Eating Disorders Training Australia**

#### **Overview:**

This Refund Policy outlines the terms and conditions under which Eating Disorders Training Australia will process refunds for products or services purchased on our website.

#### Eligibility for Refunds:

- **Timeframe:**

Customers may request a refund no less than 21 days before the 3 day live training/workshop. Refunds less \$70 administrative fee are given for these cancellations. Any cancellation 21 days or less before the training cannot be refunded but can be transferred to a later date.

#### Exclusions from Refunds:

- **3 day live trainings**

Attendees are ineligible for a refund within 21 days of the training; however, a transfer of registration to a later Eating Disorders Training Australia training within 6 months of the date of the original training booked will be offered.

- **Supervision**

Clinicians who sign up for group supervision are ineligible for a refund, but those who are unable to attend due to unforeseen circumstances can transfer their booking to a later group supervision, with sufficient notice.

- **Digital downloads or online self-paced workshops**

Digital products, such as downloadable content, cannot be refunded once purchased and downloaded.

#### Refund Process:

- **Contact EDTA:**

To initiate a refund, contact us via our email on [info@eatingdisorderstrainingaustralia.com.au](mailto:info@eatingdisorderstrainingaustralia.com.au) with your order details and reason for the refund request. Alternatively, if you are requesting a refund with less than 21 days notice, arrangements will be made to transfer your registration to a later date.

- **Refund Processing:**

Once we receive your request, we will process the refund within 5-7 business days to the original payment method, minus the administration fee for the 3 day training and full refund for supervision.

- **Transfer of registration**

If you request to have your registration transferred to a later date, we will notify you as soon as possible of the dates for the following training or group supervision and confirm your transfer via email.

By placing an order on our website, you agree to the terms and conditions of this Refund Policy.

If you have any questions about our refund policy, get in touch with us.

Eating Disorders Training Australia

[info@eatingdisorderstrainingaustralia.com.au](mailto:info@eatingdisorderstrainingaustralia.com.au)

[www.eatingdisorderstrainingaustralia.com.au](http://www.eatingdisorderstrainingaustralia.com.au)