



ABLE Award Cancellation Policy

Cancellation Policy:

Upon receipt of payment details (Purchase Order, credit card information, check, or electronic bank transfer), ABLE reserves the right to charge a cancellation fee for costs incurred during the planning and preparation process for learning sessions, support calls or electronic and hard copy transfer of information.

The customer cancellations process is outlined below:

ABLE AWARD Cancellation Notice	Fee	ABLE AWARD Notes
Received in writing between (1) one and (30) thirty calendar days, after ABLE Award registration.	100% Refund	Fees pre-paid or agreed per the ABLE Award audit purchase maybe refunded in full or applied to an alternative customer site.
Received in writing between (30) thirty and (60) sixty calendar days, after ABLE Award registration	50% Refund	Fees paid or agreed per ABLE Award audit will be 50% refunded after assessment documents have been issued to the customer.
Received (60) sixty calendar day after ABLE Award registration	No Refund	Fees paid or agreed per ABLE Award Audit will be non refundable after (60) sixty days. The audit process will remain in place for (1) one year and customers may go ahead at a time agreeable to both parties (ABLE Team and Customer)
ABLE Award Cancellation Notice	Fee	Notes
The are no new fee's applicable for failure to progress with the ABLE Award within (1) one year	N/A	Customers will receive an ABLE Award reminder every (3) three months for (1) one year after registration.
The ABLE Award can be transferred to alternative site for Audit	N/A	The ABLE Award audit process can be transferred within (1) one year to a similar location once agreed by both parties (ABLE Team and Customer)