

Refund Policy

Our refund policy lasts up to 30 days prior to the scheduled event. If your refund request is not received by the February 10, 2017 deadline, we cannot offer you a refund or exchange. Once a payment is marked as completed via PayPal, it can no longer be canceled. However, you can request a refund of a completed payment prior to the refund deadline date. To request a refund, send the request to *Florida Academy of Pediatric Dentistry* at rprimosch@dental.ufl.edu. Ask us to go to the PayPal Transaction Details page for your transaction and click “Issue a refund”. Once your refund request is posted, we will notify you of the approval or rejection of your refund within 10 days.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days. If we disagree to refund your payment, you may be able to open a dispute in the PayPal Resolution Center. In the Resolution Center, you can communicate directly with the *Florida Academy of Pediatric Dentistry* and try to resolve the problem.

If you paid with a debit or credit card, the money will be refunded to that card. It may take up to 30 days for the refund to appear on your card statement. If you paid with your bank account, the money will be refunded to your PayPal balance. It may take up to 3-5 business days for the refund to appear on your PayPal account. If you haven't received an approved refund within 30 days, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. If you've done all of this and you still have not received your refund yet, please contact the *Florida Academy of Pediatric Dentistry* at rprimosch@dental.ufl.edu.