

# Cancellation & Transfer Request Form

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customerrelations@worldatwork.org

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Scottsdale, AZ 85260 USA



Please review late fee, transfer, cancellation and refund policies on the next page prior to submitting your request. All cancellation, transfer and refund requests must be submitted in writing to Customer Relationship Services.

## Customer Information

(All Fields Required)

Premier Member I.D.

NAME Dx. | Mr. | Mrs. | Ms FIRST MIDDLE LAST Jr. | Sr. | Ph.D. | Etc. CCP | CBP | GRP | WLCP  
TITLE ORGANIZATION  
TELEPHONE FAX E-MAIL

## Course/Event Information

CANCEL

COURSE/EVENT NAME

LOCATION DATE EVENT CODE

TRANSFER

COURSE/EVENT NAME

LOCATION DATE EVENT CODE

COMMENTS

## Credit & Payment Information All payment information must be completed in full to process. Review full cancellation and transfer policies on the next page.

### CREDIT

Please do the following with my credit  
of \$

Apply to another course/event

Leave on account

Send a refund check

Refund to credit card

(Complete the credit card information below for a  
refund to the card used in the original purchase.)

\_\_\_\_\_  
AUTHORIZATION SIGNATURE (REQUIRED FOR REFUND)

### PAYMENT

When transferring to another course/event, the remaining balance will be paid by:

Credit Card

Select One:  Corporate Card  Personal Card

Select One:  Visa  Mastercard  American Express  Discover  
(U.S. residents only)

Check or Money Order

Make payable to: WorldatWork.

Please attach this form with payment.

Amount enclosed \$ \_\_\_\_\_

By signing below, I authorize WorldatWork to charge my credit card: \$

(Canada residents add 5% GST/8% HST if applicable.)

CREDIT CARD NUMBER

EXPIRATION DATE

BILLING CREDIT CARD ZIP | POSTAL CODE

NAME AS IT APPEARS ON CARD (PRINT CLEARLY)

COMPANY NAME (IF USING COMPANY CARD)

CARDHOLDER SIGNATURE

CANCELLATION

- 15 calendar days prior to event/exam session – 100% refund
- 14 calendar days or fewer prior to event/exam session – 50% refund
- Day of event or no notice – no refund.

TRANSFER

- Course/Event: 14 calendar days or fewer, prior to a registered event, are subject to a \$150 USD transfer fee
- Exam Session: 14 days or fewer, prior to registered exam, are subject to a \$45 USD transfer fee

### Federal Tax Numbers

United States | 31-6054097  
Canada | R123636110

### WorldatWork

P.O. Box 29312  
Phoenix, AZ 85038-9312

## Late Fees

- Additional late fees apply when registering within 15 calendar days for the event: 8-15 calendar days prior to start of event add \$10 USD; 1-7 days prior to start of event add \$20 USD.
- Late fees do not apply to courses held in locations where course binders are picked up on site (currently all WorldatWork classroom locations, one-day seminars and global public education courses).

## Transfers

- Transfer requests must be done in writing. Transfers are subject to type of event and course and space availability.
- To transfer a computer-based testing (CBT) exam, contact Customer Relationship Services at 877-957-9191.
- Course transfers initiated 14 calendar days or fewer prior to a registered event are subject to a \$150 USD. Exam-only session transfers initiated within this timeframe are subject to a \$45 USD transfer fee.

## Course/Exam Cancellation & Refund Policy

- To cancel a computer-based testing (CBT) exam, contact Customer Relationship Services at 877-957-9191.
- Wait lists typically exist for our events. Our cancellation refund policy is as follows:
 

Number of Calendar Days Prior to Event/Exam Session	Refund Received
15 or more calendar days	100%
14 calendar days or fewer	50%
Day of the event or no notice	0%
- Cancellations and requests for refunds must be done in writing.
- If you access the e-binder and then cancel (and do not reschedule) or transfer the course, you will be charged the full price of the binder.
- Self-study binders are not returnable.
- Credit issued for cancellations may be applied to other WorldatWork events or products. Credits not used within two years are deemed to be a contribution to ongoing WorldatWork research and related programs that support the profession.
- Refund policies, prices and fees are subject to change without notice.
- Contact Customer Relationship Services at 877-951-9191 with any questions.