

## **CAA Refund Policy**

**Last updated March 31, 2024**

### **Membership**

All CAA Memberships can be canceled for a full refund within 2 weeks of purchase. If canceled after 2 weeks from the purchase date, then a refund will not be issued.

### **Event tickets**

For virtual events, tickets can be canceled and refunded 12 hours before the event start date/time. For in-person events, tickets can be canceled and refunded 24 hours before the event start date/time. Cancellations after these time frames and no-shows will not be refunded.

Tickets to non-CAA events cannot be refunded. This includes any event where the ticket price is not controlled by CAA. Such events will be made clear on the event page and tagged as 'outside vendor' events.

Donations for events are not eligible for refund.

### **Store items**

Merchandise may be returned and refunded within 30 days of purchase. After 30 days, have passed, no refund of any kind will be offered. The buyer must provide a receipt for proof of purchase and pay for shipping to return the item. Items will only be refunded if unused and in their original condition. Please send items with their original receipt to PO Box 21670, 2300 18th St NW Lobby Washington, DC 20009. Please also send an email to [hi@chineseadopteealliance.org](mailto:hi@chineseadopteealliance.org) stating you wish to be refunded.