

## **Stairway Manufacturers' Association Return/Refund Policy**

### **For Conference Registrations:**

All requests for cancellations and/or refunds must be received in writing by the deadline date for the event and are subject to a \$10 administrative fee. No refunds will be given after this date. Questions or comments, our staff is happy to assist you. Contact us at Stairway Manufacturers' Association , Toll Free 877-500-5759 [sma@stairways.org](mailto:sma@stairways.org).

Registration confirmation will be mailed to you. If paying by credit card, the transaction will take place on our secure sever. By clicking the registration submit button, you are electronically asserting that you are authorized to use the credit card information provided or be subject to criminal prosecution. If paying by check, please make payable to SMA. If you are not comfortable with these forms of payment you may contact our registrar at 877-500-5759 to arrange for another form of registration.

### **For Membership Dues**

No refunds will be given after annual membership purchase is made. Questions or comments, our staff is happy to assist you. Stairway Manufacturers' Association, Toll Free 877-500-5759 [sma@stairways.org](mailto:sma@stairways.org). Membership confirmation will be mailed to you. If paying by credit card, the transaction will take place on our secure sever. By clicking the registration submit button, you are electronically asserting that you are authorized to use the credit card information provided or be subject to criminal prosecution. If paying by check, please make payable to SMA.

If you are not comfortable with these forms of payment you may contact our director of operations at 877-500-5759 to arrange for another method.

### **For Publications**

No refunds will be given after publication purchase is made. Questions or comments, our staff is happy to assist you. Contact us at Stairway Manufacturers' Association, Toll Free 877-500-5759 [sma@stairways.org](mailto:sma@stairways.org). Order confirmation will be sent to you. If paying by credit card, the transaction will take place on our secure sever. By clicking the

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