



AllRegs Cancellation, Refund and Transfer Policies

All requests for cancellations and refunds must be made in writing with the name of the company, subscription number, contact name, course name(s), date/location of event and state the reason for cancellation. Submit your cancellation notice to AllRegs Customer Service via fax at (651) 686-0906, or via e-mail at help@allregs.com. Please review the policies below before submitting cancellation requests.

AllRegs Product Cancellations and Refunds

A product subscription (including Single-Family Lending Standard, Multifamily, State Compliance, investorLibrary™ and Practical Guide packages) can be cancelled within 30 days of purchase. Requests for cancellation must be submitted in writing by mail or fax.

Due to the nature of the products' services and features, there are no refunds for cancellations for the following: Single-Family Lending Premium or Platinum Packages; AllRegs Policy and Procedure Manual Templates; and/or the AllRegs FHA Hotline Service. For full details, read your product license agreement.

Please see your AllRegs LoanLibrary™ Host Agreement for information regarding cancellation and refund policies.

AllRegs Academy Program Registration Cancellations and Refunds

AllRegs Academy understands that extenuating circumstances may require a participant to cancel an event registration. Events include, but are not limited to, conferences, classroom courses, instructor-led online courses and audio programs. Contractual agreements with hotels, vendors and additional related expenses require us to base refunds on a graduated scale. Should you need to cancel your registration for an AllRegs Academy program, please refer to our refund policy below:

- Cancellations received 30 days before the event start date: Full refund of the registration fee
- Cancellations received between 15-29 days before the event start date: Refund of 50 percent of the registration fee
- Cancellations received 8-14 days before the event start date: Refund of 25 percent of the registration fee
- Cancellations received 7 days or less before the event start date: No refund of the registration fee

Substitutions: If you cannot attend an event that you have registered and paid for, we permit substitutions for alternate attendee(s) from your organization for no additional charge; however, you must notify AllRegs Academy prior to the start of the program.

Program Cancellation: In the unlikely event of a course or program cancellation, AllRegs Academy will refund 100 percent of registration fees paid. AllRegs Academy assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations or any other fees, charges, penalties or other incidental costs that a registrant might incur due to a course or program cancellation.

Designation Cancellation/Refund Policy: Enrollment and testing fees for AllRegs Academy designations are non-refundable and non-transferable.

Online Courses and Resources: Due to the nature of the products' services and features, there are no refunds for cancellations for the following AllRegs Academy products: AllRegs Education Package and the SAFE Act Exam Study Guide.

Special Offers: Special offers or discounts may not be combined with other offers, and are only valid for a limited time. See specific offers for details.