

## **BILLING, REFUND AND SHIPPING POLICY**

- All prices are quoted and charged in US funds.
- You are required to provide valid billing information and maintain it up to date: contact name, organization, credit card details (for accounts paid by credit card), billing address, email address and telephone number.

Payment of annual dues, events, products, services, sponsorship or donations

- All payments, with the exception of automatic membership renewal, can be paid by credit card, check or cash.
- Members choosing automatic membership renewal (subject to availability) must pay online with a credit card. Membership will be renewed automatically on the member's anniversary date and annual dues charged to the card provided at initial registration.
- For annual dues paid on invoice we will issue the renewal invoice at least 30 days before the member's anniversary date.
- There will be a \$35 service fee for all returned checks.

If your account is in arrears, you will be notified in the following ways:

- By U.S. mail to the billing address on file.
- By email to billing contact email address and/or main contact email address.
- and/or by telephone to billing telephone number.

If you do not rectify your account on a timely basis, your membership will be suspended or cancelled.

If your membership has been suspended or cancelled for non-payment, the outstanding amount will be added to the total if you rejoin.

It is your responsibility to ensure that our billing emails are properly delivered to your mailbox and not blocked by your anti-spam software or other protection measures.

## **REFUNDS AND CREDITS**

To receive a full refund for an event, you must submit your registration cancellation by the RSVP deadline stated for each event. If cancellation is not received in a timely manner, we reserve the right to retain the event registration fee, offer partial credit or full credit for a future event.

All other requests for refunds or credits must be made in writing and mailed to:

BACC  
P.O. Box 1303  
Waldorf, MD 20604

Refund or credit authorization will be determined on a case-by-case basis and must be approved by the President/CEO or Vice President.

## **SHIPPING POLICY**

Items requiring shipping will be sent using the most efficient carrier. The carriers that may be used include the U.S. Postal Service, United Parcel Service, or Federal Express. Payment authorization and verification must be received prior to processing. Deliveries will take place Monday through Friday, excluding holidays. Expedited shipping is available at an additional cost. Contact [info@BizAlliance.org](mailto:info@BizAlliance.org) for details.