

THE TOALC POLICY ON MEMBERSHIP REFUNDS

TOALC will refund your membership payment on demand if you change your mind and decide not to register for any classes this semester. You will also get a refund if, for any reason, you attended none of the classes for which you registered. Partial attendance of any class will make you ineligible for a refund. Perhaps your classes were cancelled, or you remained on the waitlist. If we can't find any evidence that you attended classes that semester, we'll give you your money back.

CREDIT CARD DISPUTES

TOALC may receive a chargeback demand from credit issuers when a customer claims that he or she did not make a purchase or was charged more than once. This may occur because someone doesn't recognize the transaction on the credit card statement. All membership transactions should be clearly labeled as TOALC-related on your credit statement. They may mention "WIX" or "Online Services" or "Theoalc.org" but should refer to TOALC in the purchase description. If they do not, please let us know.

Contact the TOALC office first if you are unsure whether you have already paid for your membership.

To preserve TOALC's reputation and retain the privilege of using our web platform's payment system, **we must dispute all chargeback claims**. Before you contact your credit card company, please work with us to resolve these matters. We will refund any inadvertent overpayments. We will even refund you if you decide not to attend TOALC. But we are not allowed to make any payment adjustments while a chargeback claim is under dispute with your credit card company.