

## COMPANY POLICY 8

# AUSTRALIAN SMALL SCALE OFFERINGS BOARD

## REFUND & CANCELLATION POLICY

*Issued 15 October 2013*

*Version 1*

*This document may be referred to as Company Policy 8 (CP8)*

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ASSOB Pty Ltd ACN 114 772 020 (ASSOB) is a service oriented business which relies upon the use of proprietary technology, methodology and tools. Due to the nature of our business, we do not offer any refunds once delivery of our service has commenced.

We therefore recommend you read this Refund & Cancellation Policy prior to engaging ASSOB as your service provider, so you are familiar with our policy on refunds and your rights under the Australian Consumer Law.

The refund and cancellation policy in relation to the different parts of our business are, as described in our Terms of Use of ASSOB Services (**Terms**) and as outlined below:

1. **Cooling-Off:** Any Issuer who enters into our Terms at the time of the first meeting with an ASSOB Coach is entitled to 'cool-off' within three (3) business days of the date therefore, having fees refunded in full, subject to a \$79.00 administration fee.
2. **Full Fees:** Except where the Chief Executive Officer (CEO) of ASSOB deems there are exceptional circumstances, any Issuer who has paid full fees to ASSOB will not be entitled to any refund of fees once delivery of our service has commenced. In the event a refund has been granted by the CEO, refunds will be processed within seven (7) working days.
3. **Monthly Fees:** Any Issuer who has subscribed to pay monthly fees to ASSOB can cancel their subscription at any time by calling us on 1300 722 954 or emailing [admin@assob.com.au](mailto:admin@assob.com.au) and submitting an email request. Paid monthly subscriptions are non-refundable. When an Issuer cancels, we will stop billing from the next payment cycle. An Issuer may notify us of their intent to cancel at any time.

**Australian Small Scale Offerings Board**

ASSOB Pty Ltd ACN 114 772 020

Suite 14 'Riverwalk Place'

Cnr 2 Waterfront Place & 238 Robina Town Centre Drive

ROBINA QLD 4226

Tel: 1300 722 954

Fax: 1300 722 593

4. **Workshops / Seminar Fees:** A 50% non-refundable deposit is required upon written confirmation of booking. The 50% balance is payable immediately prior to delivery of the specific event. If delivery does not occur for any reason and a minimum of 21 days' notice is provided, the balance is not payable. If less than 21 working days' notice is provided, the balance of 50% is payable in full.
  
5. **ASSOB Corporate Events:** Refund/Cancellation of services after purchase of an ASSOB Corporate Event is subject to the specific event details. Please refer to the specific event information when booking to observe the appropriate refund/cancellation policy. In the absence of a specific policy a full refund is available where greater than 10 days' notice is provided.

We strongly believe that our services will be beneficial to you and your business. We will always strive to make your experience pleasant and give you every chance of success possible.

ASSOB reserves the right to modify any provisions of the Refund and Cancellation Policy without notice.

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## Queries

For any queries in relation to this Policy, contact the ASSOB Administration at the above contact details.



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