



Return and Refund Policy

PaymentsFirst

Last Updated: January 28, 2026

1. Introduction

Thank you for choosing PaymentsFirst. We are dedicated to delivering high-quality events, educational programs, and publications. By registering for any of our offerings, you agree to the terms outlined in this policy.

2. Registration and Payment

Registration and payment are required to participate in events, services, and educational programs, and to access publications. All registrations are subject to the terms and conditions stated herein.

3. Cancellation and Refund Guidelines

3.1. Conferences and Events

Cancellation requests must be submitted **in writing via email** to info@paymentsfirst.org. **Telephone requests will not be accepted.**

- Cancellations made **30 to 90 days** before the event will receive a refund of the amount paid **minus a \$50.00 processing fee**.
- Cancellations within **30 days** of the event may be transferred to another participant. If transfer is not possible, **no refund** will be issued.
- No refunds or transfers will be provided for no shows or cancellations made after the event has commenced.

3.2. In-Person Education Classes

Cancellation requests must be submitted **in writing via email** to info@paymentsfirst.org. **Telephone requests will not be accepted.**

- Cancellations made **30 days or more** before the class start date will receive a **full refund minus a \$50.00 processing fee**.

- Cancellations within **30 days** may be transferred to another participant. If transfer is not possible, **no refund** will be issued.
- No refunds or transfers will be granted for no shows or cancellations after the class has started.

3.3. Virtual Education Classes

Cancellation requests must be submitted **in writing via email** to info@paymentsfirst.org. **Telephone requests will not be accepted.**

- Cancellations made **48 hours or more** before the class start time will receive a **full refund minus a \$50.00 processing fee**.
- Cancellations within **48 hours** may be transferred to another participant. If transfer is not possible, **no refund** will be issued.

No refunds or transfers will be provided for no shows or cancellations after the class has begun.

3.4. Publications

All sales of digital and printed publications are **final**. Refunds are not offered for purchased publications.

If you experience technical issues accessing or downloading a publication, please contact us at **866-993-3753** or info@paymentsfirst.org for assistance.

4. Event or Class Cancellation by PaymentsFirst

PaymentsFirst reserves the right to cancel or reschedule events or classes due to unforeseen circumstances, low enrollment, or other reasons beyond our control. In such cases:

- Registered participants will be notified promptly.
- Participants may choose between a **full refund** or a **credit** toward a rescheduled or alternative event or class.

5. Contact Information

For questions regarding this policy, please contact us at:

Phone: 866-993-3753

Email: info@paymentsfirst.org

We are here to help ensure a positive experience with PaymentsFirst.