Fulfillment Policy

Overview

The School Nutrition Association of Utah (SNAU) is committed to providing high-quality programs, events, and memberships that support our members and advance the school nutrition profession. This Fulfillment Policy outlines the terms regarding purchases, refunds, and cancellations made through our website.

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1. Memberships

- **Purchase**: Memberships are processed via the national School Nutrition Association website.

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2. Event Registrations (Workshops, Conferences, Trainings)

- **Confirmation**: Registrants will receive email confirmation upon successful payment.
- **Refunds**:
  - Full refunds are available for cancellations made **14 days or more** before the event start date for membership for Vendors, 30 days.
  - A **50% refund** will be granted for cancellations made **7–13 days** before the event No refunds for vendors.
  - No refunds will be issued for cancellations made **less than 7 days** before the event or for no-shows.
- **Transfer Policy**: Registration may be transferred to another individual up to **48 hours** before the event. Contact us at [snautah@gmail.com] to initiate a transfer.

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3. Products (e.g., Merchandise or Materials)

- **Shipping**: Digital products are delivered via email or made accessible immediately after purchase. Physical items (if applicable) are shipped within 7–10 business days.
- **Refunds & Returns**:
  - Digital products are non-refundable.
  - Physical products may be returned within **30 days** of receipt if unused and in original condition. Return shipping costs are the responsibility of the customer unless the item was received damaged or incorrect.

4. Contact Information

If you have questions about your order, refund eligibility, or wish to cancel or transfer a registration, please contact us at:

School Nutrition Association of Utah
Email: [snautah@gmail.com]

Policy Updates

SNAU reserves the right to update or modify this policy at any time. Changes will be posted on this page and are effective immediately upon posting.