

March 2024

## MEMBERSHIP SUBSCRIPTION CANCELLATION and REFUND POLICY

The Chartered Society of Forensic Sciences membership is an annual subscription. Renewals notifications are sent out on the first of the month to all members with a subscription due in that month.

### Cancellation

If you wish to cancel your membership you must notify us by email to [membership@csofs.org](mailto:membership@csofs.org) stating the reason for the cancellation.

### Refunds

Refunds for annual membership subscriptions will only be considered if requested within one month of payment. The Society reserves the right to charge an administration fee of £1.50 for any refunds issued.

After the one month period you will not be eligible for any refunds, your membership will remain current and you will have access to your member benefits for the full subscription year.

Refunds will be issued to the original payment method.

All refund requests should be sent to [membership@csofs.org](mailto:membership@csofs.org).

### Recurring Payments

Should you wish to not renew your annual subscription please ensure at least 10 working days before your membership renewal that you do not have a recurring payment or payment method saved in your profile on the member platform. It is the member's responsibility to check any payment details on their member profile and update if required.

If you have set up a recurring credit card payment you will need to remove the card details from the member platform to ensure the payment is not processed\*.

If you have set up a direct debit from your bank you will need to contact them to cancel the direct debit.

*\*To find saved payment methods on the member platform go to your Profile and Settings, then under Financial on the left hand drop down select Payment Methods. You can add and delete payment details on this page.*