



Pacific Agricultural Certification Society

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PACS Fee Refund Policy

PACS refund policy ensures consistency and compliance with [COABC Refund policy #10B](#).

Background: To ensure consistency in the application of refunds, the PACS needs a refund policy which can be applied equally to all Operators. In order to identify opportunities for improvement or perceived problems, licensees that voluntarily withdraw will be requested to provide their reasoning for withdrawal. This information will be forwarded to the Executive Director for review. Any necessary recommendations and/or actions may follow as a result.

1. **Decertification:** No refund
2. **Voluntary Membership cancellation:**
 - Fees will be pro-rated from the date of renewal to the date PACS has received written notice from the client advising of their voluntary withdrawal. Note: notice of cancellation must be received in writing.
 - The refund will be capped at a maximum of 6 (six) months.
 - No refunds will be granted after six (6) months.
 - All refunds are subject to a \$100 cancellation fee.
 - If applicable, refunds will include the Inspection and Certification Committee deposits, less billable time accrued up to the date of written notice.
 - Exceptions:
 - Fees are non-refundable after the on-site inspection visit.
 - Fees are non-refundable after annual certification status (Certification Package) has been received (transitional or certified)
3. **Cancellation of Initial Application: (new member and prior to inspection)**
PACS fees will be pro-rated as listed above.
4. **[COABC Refund policy #10B](#)** Note: COABC fees refunds will be issued by the COABC office upon written notice to the [COABC Office Executive Director](#).