

SYDNEY MECHANICS' SCHOOL OF ARTS (SMSA)

SMSA Returns and Refund Policy

POLICY STATEMENT

An SMSA membership may not suit everyone's needs. Therefore, we offer a straightforward refund policy to ensure member satisfaction.

ELIGIBILITY

All new members are entitled to a 28-day 'cooling-off' period from the date of purchase
Members can request a full refund (100% of the subscription paid) within this period
Refund requests made after the 28-day period will not be eligible

Existing members may request a refund within 28 days of the beginning of a membership year.

REFUND PROCESS

Members can request a refund through the following methods:

In person at the SMSA library

By contacting the SMSA enquiry portal or phone

For credit card payments: Refunds will be processed back to the original payment card

For cash payments: Cash refunds can be collected from the SMSA library

ADDITIONAL TERMS

Membership access, including Library borrowing privileges, digital subscriptions and, benefits access to Member Groups and SMSA film screenings will be terminated upon refund processing

This policy is subject to change with appropriate notice to members