

## GBI CANCELTATION POLICY

Clients who order and subsequently cancel services ordered from GBI are subject to the following cancellation policy. All cancellation requests must be made in writing to GBI by email or mail. If eligible, GBI will issue refunds within 60 days of receiving the written cancellation request.

### **Project Registration Fees**

The Project Registration fee allows access to the online survey(s). Refunds of Project Registration fees are subject to the conditions below.

- Clients who have access to the online survey(s) are ineligible for refund of the Project Registration fees.

### **Assessment Fees**

An assessment is considered "in process" if the client has notified GBI that they are ready to begin the third-party review. An assessment prior to that stage is considered "not started".

#### Assessments Not Started

Clients who cancel their paid assessment in a "not started" status may be eligible to receive a refund subject to the conditions below.

Orders canceled:

- Within 3 business days of order date will be charged a processing fee of \$500. GBI will refund the balance of the assessment fees less the \$500 processing fee.
- After 3 business days and up to 60 calendar days of order date are eligible for an 85% refund of the assessment fees.
- After 60 calendar days up to 6 months of order date are eligible for a 50% refund of the assessment fees.
- After 6 months of order date are ineligible for a refund of the assessment fees.

#### Assessments in Process

Clients who cancel their paid assessment in an "in process" status may be eligible to receive a refund subject to the conditions below.

Orders canceled:

- Within 6 months of order date are eligible for a maximum of a 50% refund of the assessment fees. Refunds may be less than 50% based upon the extent of work already performed by GBI and/or its contracted assessors.
- After 6 months of order date are ineligible for a refund of any assessment fees.

### **Assessor Travel Fees**

Refunds of assessor travel fees are subject to the conditions below.

- Within 6 months of order date are eligible for a full refund.
- After 6 months of order date are ineligible for a refund of any assessor travel fees.

### **Plaque Fees**

Refunds of plaque fees are subject to the conditions below.

- Within 6 months of order date are eligible for a full refund.
- After 6 months of order date are ineligible for a refund of any plaque fees.

### **Expedite Fees**

#### Assessments Not Started

Refunds of paid expedite fees for canceled projects in a “not started” status are subject to the conditions below.

- Within 3 business days of order date are eligible for an 80% refund of expedite fees.
- After 3 business days and up to 2 weeks of order date are eligible for a 50% refund of expedite fees.
- After 2 weeks of order date are ineligible for a refund of any expedite fees.

#### Assessments in Process

There are no refunds of paid expedite fees for projects in an “in process” status.