

Sri Lankan Society of Lifestyle Medicine – Refund Policy

Refund Policy

Thank you for engaging with the Sri Lankan Society of Lifestyle Medicine (SLSLM). We value your support and aim to provide you with the best experience. If, for any reason, you are not completely satisfied with your purchase, we are here to assist.

Returns and Refunds

SLSLM offers refunds under the following conditions:

Membership fees: Refund requests for annual and 3-year memberships will be accepted within 14 days of payment, provided that the membership benefits (such as access to member-only resources) have not been utilized. Refunds will not be processed after this period.

Certifications and diplomas: Refunds for certification and diploma registration fees will be granted based on the specific certification and/or diploma refund policy, provided study materials have not been accessed or downloaded and no training sessions have been attended. Refunds are not available for completed exams or certifications. Please read the specific terms and conditions document of the certification and/or diploma before paying.

Conference registration fees: Refunds for the SLSLM Annual Academic Conference will be issued if cancellation is requested at least 30 days before the event. Refunds will not be processed for cancellations made within 30 days of the event.

Processing Refunds

Once your refund request is received and evaluated, we will notify you of its status. Approved refunds will be processed to your original payment method. The refunds will exclude any transaction fees or administrative charges incurred during the initial payment.

Damaged or Defective Materials

In the unlikely event that physical study materials are damaged or defective upon receipt, please contact us immediately. We will replace the materials at no additional cost, subject to verification.

Contact Us

For refund-related inquiries, please get in touch with our support team at info@sllm.org.lk, membership@sllm.org.lk, or education@sllm.org.lk