Accounting
Refund Policy for Accreditation

Policy Statement: COLA does not routinely offer refunds of purchased services.

Accreditation fees are only eligible for refund within 30 days of enrollment or within 30 days of the expiration of each two-year accreditation service period. Refund requests are reviewed by the Director of Clinical Accreditation (DOCA) or Operations Manager.

Accounting provides a copy of the last paid invoice to the DOCA or Operations Manager. No refunds will be approved without evidence of a prior paid invoice.

- Refunds must be requested in writing either on the Request to Withdraw form or via email or letter sent by a laboratory director of delegate on the laboratory personnel list.
- No refunds of Accreditation fees will be issued beyond 30 days of enrollment for applicant laboratories.
- No refunds of Accreditation fees will be issued beyond 30 days of the end of the Accreditation Service Period for renewal invoices issued to non-applicant laboratories
- If a refund is approved by the DOCA within the first 30 days of enrollment or within 30 days of the end of the Accreditation Service Period, a 15% administrative fee will be charged and subtracted from the full refund amount.
- No refunds of Accreditation fees will be issued if an initial or biennial survey has been performed by COLA during the accreditation service period for which a refund is requested.
- No refunds will be issued for resurvey fees, interim survey fees, complaint investigation fees, ATV increase fees, rescheduling fees or STAT surcharges.
- Rare exceptions to this policy will be made at the discretion of the DOCA only when there are significant extenuating circumstances.
- Additional exception to the Refund Policy: laboratories declined by the Enrollment Risk Assessment Committee will receive a refund of accreditation fees paid.
- COLA's decisions on refund requests are final.

COLA strives to maintain satisfied customers.

Purpose:

To provide guidance for control and approval of requests for refunds.

Scope: This policy applies to COLA Accreditation services.

The Accounting division has the authority to issue refunds or apply credits to a customer account for over payment of invoices and is responsible for tracking all refunds and credits.

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The DOCA or Operations Manager is authorized to approve a refund per this policy.

Terms & Definitions:

Refund	The return of all or a portion of the total cost paid for a product or service to a customer.

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