

CUSTOMER SUCCESS MEETUP

Refund Policy

Effective Date: August 15, 2026

1. Overview

This Refund Policy applies to paid ticket purchases for Customer Success Meetup events, in-person meetups and conferences, including Moment 2026 ("the Event"). It supplements, and is incorporated into, our Terms of Service. Local CS Meetup gatherings that are free or nominal-cost are not covered by this Policy.

2. Refund Window

We will apply a refund within these time windows:

- Full refund: requests received 21 or more calendar days before the Event date qualify for a full refund of the ticket price, less any non-refundable processing fee charged by our payment processor.
- No refund inside 21 days: requests received fewer than 21 calendar days before the Event date are not eligible for a refund. Attendees in this window are still welcome to transfer their ticket.

For Moment 2026 (October 6, 2026), this means: full refund through September 15, 2026; no refund from September 16, 2026 onward.

3. How to Request a Refund

Email care@customersuccessmeetup.com with your name, order confirmation number, and the reason for your request. Our care team will confirm receipt within 2 business days and process eligible refunds to the original payment method within 10 business days of approval.

4. Ticket Transfers

If your request falls inside the no-refund window, you may transfer your ticket to a colleague at no charge. Email care@customersuccessmeetup.com with the new attendee's name, title, email, and company at least 3 business days before the Event so we can update registration and badge records.

5. Event Changes or Cancellation by CS Meetup

If we cancel the Event outright, all registered attendees will receive a full refund or, at their choice, credit toward a future CS Meetup event. This Refund Policy's standard windows do not apply to a cancellation initiated by us. Changes to speakers, sessions, or venue that do not amount to cancellation of the overall Event do not independently qualify a ticket for refund.

6. Add-Ons & Upgraded Tiers

Separately ticketed add-ons (for example, the ticketed Workshop track) follow the same refund windows as the base Conference ticket unless otherwise noted at purchase.

7. Contact

Questions about this Refund Policy, or requests outside the standard window due to extenuating circumstances, can be sent to care@customersuccessmeetup.com for case-by-case review.