

Stairbuilders and Manufacturers Association



Cancellation and Refund Policy

Revised February 2020

Event Registrations

All requests for cancellations and/or refunds must be received in writing 15 business days prior to the start of the event and are subject to a \$25 administrative fee. Unfortunately, no refunds will be given after this date.

For Membership Dues and Publications

No refunds will be given after annual membership or publication purchases are made.

Payments

When paying by credit card, the transaction will take place on our secure server. By clicking the submit button, you are electronically asserting that you are authorized to use the credit card information provided or be subject to criminal prosecution. When paying by check, please make the check payable to SMA and mail to PO Box 448, Dalton, OH 44618. To arrange a different form of payment, please contact our office.

Questions or Comments

The Stairbuilders and Manufacturers Association staff is happy to assist you. Contact us toll free at 877-500-5759 or by email at sma@stairways.org.