

Adoption Links Worldwide Refund Policy for Convention Adoptions

POLICY: To return or refund to the PAP(s) any unearned funds to which they are entitled within sixty days of the completion of the delivery of service (96.40(h)). All fees paid to ALW for a service which has been completed shall be deemed to have been earned by ALW and the PAP(s) shall not be entitled to a refund for such funds.

The PAP(s) may be entitled to a refund as follows:

Application: Non-refundable
Home Study: Non-refundable

Training: Refundable upon the following circumstances: PAP(s) communicate with the International Adoption Coordinator such request a minimum of five business days prior to training.

ALW Direct Programs: When the PAP(s) does not complete their adoption case for any reason, the Adoption Links Worldwide will do the following:

1. ALW will conduct an immediate accounting of which fees received on behalf of the PAP(s) have been earned. The categories of accounting include, but are not limited to, Personnel, Administrative Oversight, Operational Expenses, Training/Education, Communication, Publication and any other costs related to adoption services provided in the case.
2. If there are unearned funds, these will be refund to PAP(s) within 60 days of receiving notice of their withdrawal.

Dossier: The expenses involved in completing a dossier are the actual costs of mailings, certifying, and authenticating documents and that these costs are nonrefundable.

Foreign Program: When PAP(s) do not complete their adoption case for any reason, the Foreign Supervised Provider will do the following:

1. Conduct an immediate accounting of which fees received on behalf of the PAP(s) have been applied and to which categories of services as outlined in the Foreign Supervised Provider Agreement
2. Provide a refund to Primary Provider on behalf of the PAP(s) within 60 days of receiving notice of the withdrawal

Post Placement/Post Adoption Supervision:

1. Non-refundable for services which have been completed.

2. If PAP(s) do not receive a placement for any reason, and they have prepaid for the Post Placement/Post Adoption Supervision, they are entitled to a 100% refund.
3. If the PAP(s) are placed with a child/ren and the adoption is disrupted or dissolved, the PAP(s) will not receive a refund for Post Placement/Post Adoption Supervision per our Post Placement/Post Adoption Supervision policies and procedures.
4. If the PAP(s) are placed with a child/ren, and they do not comply with Post Placement/Post Adoption Supervision, they are not entitled to a refund.
5. If a family is unable to complete post placement/post adoption supervision with ALW, these fees may be forwarded to the agency who has agreed to provide the post placement/post adoption supervision upon receipt of a letter to that effect. Any additional funds held by ALW will be forwarded to the family within 60 days of receipt of their new agency's confirmation letter.

All payments to third parties not listed above: ALW shall not refund to the PAP(s) any fees or expenses of any kind or nature incurred by the PAP(s) during the adoption process.