

## Returns Policy & Instructions

Your satisfaction is important to ENA. Below you will find the return policy and direction that fits your item, service or event. If you still have questions, please contact the association at [enau@ena.org](mailto:enau@ena.org).

### Books and Posters

ENPC and TNCC manuals, activity kits, workbooks and posters are non-refundable.

CEN Review Manual, 6<sup>th</sup> Edition, and Scope & Standards, 3<sup>rd</sup> Edition, may be returned to ENA's publishing partner, Jones and Bartlett Learning with a pre-paid shipping label. If the error was from Jones and Bartlett Learning, you can obtain your prepaid shipping label by contacting [customerservice@jblearning.com](mailto:customerservice@jblearning.com) or 800-832-0034 ext. 0197 between 8:30 a.m. and 5 p.m. Central time. If you are returning of your own accord, you are responsible for a shipping label and for the cost of the return. Ship your returned items to: Jones & Bartlett Learning, 905 Carlow Drive, Unit B, Bolingbrook, IL 60490.

All other book orders may be returned to ENA for a refund or exchange within 30 days from the ship date on your packing list. Returned items must be received in sellable condition. Returns to ENA must be accompanied by a return authorization code (and excludes original shipping charges). The return authorization code must be written on the packing list and enclosed with the return product. Obtain your return authorization code by contacting [enau@ena.org](mailto:enau@ena.org) or 800-942-0011 between 8:30 a.m. and 5 p.m. Central time. Ship your returned items to: Emergency Nurses Association, 930 E. Woodfield Rd., Schaumburg, IL 60173.

### eBooks

ENPC and TNCC eBooks, in any language, are non-refundable. All other eBooks can be returned within 30 days of purchase if the access link has not been utilized or assigned. Complete the online form: <https://info.jblearning.com/returns>.

### ENPC or TNCC Course and Course Materials

ENPC or TNCC course cancellations are handled through the course director. Please contact your course director for their return policy. Schedules permitting, your course director may be able to work with you to move course dates. If you don't have your course director's name, contact [enau@ena.org](mailto:enau@ena.org) for assistance.

ENPC and TNCC printed manuals, eBooks, the TNCC workbook, in-person and virtual courses, and all instructional materials are non-refundable.

## Incorrect or Damaged Shipments

If you receive an incorrect item or a damaged shipment, please contact ENA's customer support department at [enau@ena.org](mailto:enau@ena.org) within 30 days of receipt to arrange for a prepaid return shipping label. A copy of the original packing list or invoice should be included in the return package to obtain credit. The correct item will be shipped to you at no additional expense.

## Merchandise & Apparel

Merchandise and apparel can be returned directly to ENA within 30 days of purchase for a full refund (excluding original shipping charges). Returns must be accompanied by a copy of the original packing list, or an invoice and items must be received in sellable condition. Apparel items must not be worn. Shipping and handling charges are non-refundable. ENA is not responsible for return shipping fees if it's a customer error.

Ship returns to: Emergency Nurses Association, 930 E. Woodfield Road, Schaumburg, Illinois 60173. For questions, email [contact@ena.org](mailto:contact@ena.org).

## Orders for Digital Learning Content and Services

By placing an order on [enau.ena.org](http://enau.ena.org), you agree that you are submitting a binding offer to purchase digital learning content. Based upon your billing address, ENA will collect sales tax on your behalf and remit payment to the state government in states where digital goods are taxable. Your order is accepted, and a contract concluded, once ENA has sent you a confirmation email ("Purchase Confirmation Email"). YOU HEREBY EXPRESSLY AGREE THAT THE SUPPLY OF DIGITAL LEARNING CONTENT AND THE PERFORMANCE OF ENA'S DIGITAL LEARNING CONTENT BEGINS IMMEDIATELY AFTER THE CONFIRMATION EMAIL IS SENT. In the case of pre-orders, the performance begins when ENA adds the respective license to your ENA account profile after sending you a confirmation email. **All sales for digital learning content or services are final.** No refunds are permitted except with respect to any statutory warranties or guarantees that cannot be excluded or limited by law. ENA does not accept returns or issue refunds for TNCC and ENPC materials.

## Membership

For the refund policy regarding your scheduled payments such as recurring AutoRenew or installments, please visit the [Membership Payment Options FAQ](#) page. Contact [membership@ena.org](mailto:membership@ena.org) for assistance with any other refund requests related to your ENA membership.

## Annual Events

### Day on the Hill

You may cancel your registration without cause by notifying ENA Meeting Services via email to [meetingservices@ena.org](mailto:meetingservices@ena.org). If you know you cannot attend, please notify ENA as soon as possible, so that another member may have an opportunity to attend on behalf of your state.

### **Leadership Orientation**

You may cancel your registration without cause by notifying ENA Meeting Services via email to [meetingservices@ena.org](mailto:meetingservices@ena.org). Leadership Orientation registration fees, including reception guest tickets are refundable before the start of the event. Donations to the ENA Foundation are non-refundable at any time.

Refunds will not be given for no-shows. Non-receipt of confirmation notices before the meeting is not justification for seeking a refund. The refund and cancellation policy will not be waived.

### **Emergency Nursing Annual Conference**

Cancellation policy: Requests for cancellations or refunds must be submitted to ENA Meeting Services via email to [meetingservices@ena.org](mailto:meetingservices@ena.org) 30 days prior to the start of the event. Refunds will be processed in the name of the original payer within 60 days after the initial request is received. All conference registrations are non-transferable. Refunds will not be given for event no-shows. Non-receipt of a confirmation notice before the meeting is not justification for seeking a refund. The refund and cancellation policy will not be waived.

If you wish to defer your registration payment, it must be submitted in writing 30 days prior to the start of the event. Deferred registrations will not be eligible for refunds. Emergency Nursing Annual Conference registrants who are approved a deferral request will be allowed to defer for only one year. The refund and cancellation policy will not be waived.

**Emergency Nursing Annual Conference Registrants - Add-On Ticket Policy:** You must be registered for Emergency Nursing Annual Conference to purchase registration add-on items or special event and educational session tickets. Ticketed educational sessions that are eligible for CNE contact hours cannot overlap. All add-on tickets are non-transferable.

**Emergency Nursing Annual Conference Registrants - Non-Refundable Policy:** ENA membership dues, donations to the ENA Foundation, additional registration add-on items including t-shirt orders, special events or educational sessions with a fee are non-refundable at any time. Emergency Nursing Annual Conference no-shows are ineligible for a refund.

Please Note: ENA reserves the right to modify, cancel or reschedule all activities associated with this event due to unforeseen circumstances. Registrants will be notified of such changes. These policies apply to all registration types including guest registrations. Refunds will not be given for no-shows. Cancelling your conference registration will not automatically cancel your hotel reservations. Any costs incurred by the Emergency Nursing Annual Conference registrant, such as hotel cancellation, airline penalties, etc. are the responsibility of the registrant. Registration rates and fees and policies are subject to change at the discretion of ENA.