



NEMESIS Annual v3 Implementation Meeting Refund FAQ

FAQ #1: Can a customer submit for a refund?

Ans #1: If the customer submits a request for a refund 14 days before the event, the TAC will approve the refund and start the refund process. If the refund request is less than 14 days before the start of the conference, no refund will be issued.

FAQ #2: Can a customer cancel an order in UMARKET after the purchase?

Ans #2: Customers are not able to cancel their orders in the UMARKET system. A refund request must be submitted to the NEMESIS TAC via support@nemsis.atlassian.net 14 days in advance of the meeting, and we will process the cancelation and refund through the university process.

FAQ #3: How is the refund processed?

Ans #3: All transactions made in the UMARKET system are processed through the University of Utah Income Accounting System. The refund must be issued using the SAME MODE of processing that was used for the original transaction. The TAC team will follow the refund procedure and send the [refund request form](#) to Matthew Hale at matthew.hale@income.utah.edu

FAQ #4: What is the refund timeframe?

Ans #4: The cardholder may not see the money back on their card account for 3-5 business days. Business days do not include weekends and holidays. If the cardholder does not see the refund on their statement online, but we have processed it, they need to call their card issuer to confirm the refund is pending.

FAQ #5: How will the customer be notified or refund process?

Ans #5: The NEMESIS TAC team lead will email the customer a copy of the processed refund statement.