FULFILLMENT POLICY

No-Refund Policy for Digital Products or Government Fees:

The Louisiana State Board of Examiners of Psychologists (hereinafter “LSBEP”) is a state government agency that regulates the practice of psychology through, in part, the issuance of professional licenses. LSBEP charges application fees, license renewal fees, and offers document production services (hereinafter collectively referred to as “digital products”) to licensees and the public for a fee. LSBEP has a No-Refund Policy for fees collected under the authority set forth within LA Revised Statutes 37:2351 et al or the Louisiana Administrative Code, Title 46:LXIII. Psychologists, Chapters 6 and 38 (hereinafter collectively referred to as “psychology laws”).

1. **ALL SALES FINAL:** All sales are final for digital products, including, but not limited to, mailing lists, license verifications, initial license applications, license renewal applications, and registration, offered by the LSBEP through its website [https://www.lsbepportal.com](https://www.lsbepportal.com). Due to the nature of the digital products, the LSBEP does not offer refunds, returns, or exchanges, except as required by applicable consumer protection laws. LSBEP has a no-refund policy on all fees submitted for applications, license renewals and any other services. Once an application has been submitted, no refunds are issued to persons who are denied licensure or withdraw from the application process.

2. **CURRENCY:** Domestic only, no foreign currency accepted. Visa, Master Card, American Express, Google Pay and Apple Pay accepted.

3. **DESCRIPTION AND REPRESENTATION:** We make every effort to provide accurate and detailed descriptions of our digital products on our website. We do not warrant or guarantee that our digital products will meet your specific needs or expectations. It is the Customer’s responsibility to review the product descriptions and make an informed decision before making a purchase. We make no representations or warranties of any kind regarding the accuracy, completeness, or usefulness of our digital products. Specifically, regarding mailing lists, LSBEP makes no assurances regarding the currentness or accuracy of the mailing list. Per the Louisiana Administrative Code, Title 46:LXIII. Psychologists, §904. Licensees shall notify the LSBEP within 30 days of any change in contact information. The Customer acknowledges that the use of any digital product is at their own risk.

4. **TECHNICAL REQUIREMENTS:** Prior to purchasing our digital products, it is the Customer’s responsibility to ensure they have the necessary technical requirements to access and use the products. We are not responsible for any technical limitations, compatibility issues, or other problems that may prevent the Customer from accessing or using our digital products.

5. **CUSTOMER DATA PRIVACY:** Customer data collected during transactions for public services are used only to complete the transaction with the customer and are not sold to any third party by the LSBEP or used by the LSBEP for any other purpose. Note, information submitted to the LSBEP may become public record pursuant to the provisions of the Louisiana Public Records Law: La. R.S. 44:1, et seq. Per La. R.S. 44:4(41), credit card numbers, expiration dates, access codes, PINs, and other identifying information is exempt from public record.

6. **WEBSITE SECURITY:** The LSBEP websites: [https://lsbep.org](https://lsbep.org) and [https://www.lsbepportal.com](https://www.lsbepportal.com) are SSL secured.

7. **CONTACT:** Should you have any questions or concerns about this no-refund policy, please contact us at: admin.lsbep@la.gov or Attn: Legal, 4334 South Sherwood Forest Blvd., Suite C-150, Baton Rouge, LA 70816.