



## Policy on Refunding Dues

---

The process of remitting membership dues to Texas PTA is one that impacts the Local, State and National PTAs. With varying timelines and platforms in place for collecting and distributing dues to the appropriate PTA, Texas PTA will adhere to the refund policy below.

### **State and National Dues Received Via Mail at Texas PTA**

Texas PTA will refund Local PTAs for excess or duplicate payments of State and National dues within the same membership year only if both of the following criteria are met:

- Written refund request is received at [memberservices@txpta.org](mailto:memberservices@txpta.org) within 90 days of the original date of Texas PTA's receipt of overpayment; and
- Written refund request is received at least 15 days before the end of the National PTA membership year.

### **Local, State and National Dues Received Via JoinPTA.org**

Texas PTA will refund dues received via JoinPTA.org only if both of the following criteria are met:

- Written refund request is received at [ptasupport@joinpta.org](mailto:ptasupport@joinpta.org) within 48 hours of the original transaction or the first day of the month immediately following the referenced transaction, whichever is earlier; and
- Written refund request is received at least 15 days before the end of the National PTA membership year.

All eligible refunds will be made directly to the individual whose credit or debit card was used in the referenced JoinPTA.org transaction.

### **Processing Fees Received Via JoinPTA.org**

Texas PTA will not refund Processing Fees on duplicate transactions or transactions made in error by the member.