

REFUNDS, TRANSFERS, & OTHER FINANCIAL PAPERWORK

RECEIVING REFUNDS OR REQUESTING A TRANSFER OF FEES

Per our contracts, we must be notified in writing of any cancellations or changes in your production details. Those specific terms are as follows:

1. You must notify your licensing representative in writing within 24 hours of the canceled performance. This notification must state the reason for the cancellation.
2. If you are canceling your entire production and notification of cancellation is given before the first performance date, there is no cancellation fee and a full refund or transfer of licensing fees for the cancelled performances is granted. Refund checks for approved amounts will be made in the name of the Producing Organization.
3. If notification of a cancelled production is given after the first performance has passed, but within 24 hours after the last performance date, then a full refund or transfer is granted minus a cancellation fee of \$30.
4. If cancellation notification is received after 24 hours of the final performance date, then no refund of licensing fees will be possible.

Once we receive an email from you for a cancellation before your proposed performances, we can issue a full refund. To help us speed up the process, when you send your cancellation email please be sure to confirm the address we should mail a refund check to and who the check should be made out to. If you are cancelling a production because you wish to do a different show in the Samuel French catalog instead, the same principle follows. Be sure to email us early and be specific. You should also submit an application for the show you wish to produce instead, and include your license request number in your email to us. *Please be advised we cannot guarantee that the replacement show you apply for will be approved. Additionally, if your transfer request is received after your original proposed performances of the original title, your transfer request will be denied.*

TAX EXEMPT DOCUMENTATION

If your licensing agreement charges sales tax, and your school is a tax exempt organization, your school will need to forward their tax exempt letter or form to us. Please have them email a tax exempt letter or form to K12@samuelfrench.com along with your license request number. Once that paperwork is received, we will provide your school a new invoice with the tax removed. Please be advised this process can take up to two weeks.

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OTHER LICENSING FEE QUESTIONS

If you have any concerns about the amount you have been quoted for licensing fees, please communicate those concerns to us. Samuel French is sensitive to the fact that many school theater departments work with limited budgets, and we try our best to ensure our licensing fees are as budget friendly as possible. Please communicate such concerns to us at the beginning of the licensing process. *If you inform us of budgetary restrictions or concerns after payment is received, less than 30 days before your first performance, or after your performances have ended, we will not be able to approve a rate adjustment.*

Any concerns should be emailed to K12@samuelfrench.com, and please be sure to include the license request number for the proposed license agreement in question.