

## **Refunds & Cancellation Policy:-**

### **Training Refunds & Cancellation Policy**

#### **Course Interruptions**

In the case where a particular training course has been interrupted at any time after commencement due to:

- Bad weather
- Malfunctions or breakdowns
- Incidents of any kind that result in the temporary stoppage of training
- The training facility becoming unavailable for any reason

If it is deemed necessary by Training that the course cannot be completed in the allotted time, arrangements will be made for the course participant/s to complete the training at a later suitable time. If no suitable time can be arranged then a partial refund will be arranged based on the time and duration of the interruption.

Please Note: Full refunds will not be granted. Statement of Attainments and any legal documents will not be processed or issued until courses are completed in full and final assessment(s) have been successfully completed where necessary.

#### **Course cancellations/ and postponements by Id. training before course commencement**

Training reserves the right to cancel or postpone any training program / course at any time for the following reasons:

Where there are insufficient numbers to warrant a class

- Weather conditions have affected the training environment to the point
- Where it is unsafe.
- Unavailability of Training trainers
- The training facility has become unavailable for any reason

Any participant enrolled to complete a course which has been cancelled for any of the above reasons will be refunded full course costs including refund of any course deposits. Alternatively the participant can re-enroll to complete the same course at a future date.

#### **Course Refunds**

Participants that cancel their enrolment, the following notice must be given to GTE Training to receive a refund which is as follows:

#### **All Courses**

- Notice of cancellation must be given no less than 5 business days prior to the course commencement to receive a full refund of fees paid.

- Notice of cancellation which is less than 5 business day prior to the course commencement will receive no Refund.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment after the course commencement dates.

### **Products Refunds & Cancellation Policy**

To return a purchase placed directly with G.T Enterprises and request a refund, please contact G.T Enterprises. Please have your order confirmation email message available to help us process your request. When your refund is approved and processed by G.T Enterprises, typically within 14 business days, the credit will be issued to the payment all access to related software and services will end when your refund is processed.

Subscription orders for G.T Enterprises software placed directly with G.T Enterprises online are processed immediately and can only be cancelled by contacting G.T Enterprises. If you decide you no longer wish to use or retain access to the software or services to which you've subscribed, you must contact us to request cancellation within 30 days of the original purchase to receive a refund.

However, the above mentioned return of material authorization [RMA], the refund of products for payment and request for cancellation of support subscription for refund are subjected to terms and condition of principles/owners/vendors of their respective products and support and subscription.