

# Terms and Conditions

These terms and conditions apply to anyone using our training platform and purchasing courses. You should familiarise yourself with these terms and conditions before booking or purchasing a course.

Should you refuse any of these terms and conditions you will not be able to book or purchase a course with us. If you do purchase a course with us, it is assumed you have read and agreed to these terms and conditions.

## 1. About us

1.1. This website is operated by the CPD Training Webpage of SolarTech-UK limited with registered office at The Maltings, East Tyndall St, Cardiff, CF24 5EZ United Kingdom. Our company is registered in England and Wales with company number 09866200.

1.2. You can contacting us using the instructions shown on our website or by emailing [cpd.solartechuk@gmail.com](mailto:cpd.solartechuk@gmail.com)

## 2. Courses we offer

2.1. All our courses are owned solely by the company. You are not under any circumstances permitted to distribute, copy or use any of the information or images contained within a course for any other purposes that for private study.

2.2. We do not allow the reselling of our courses unless a separate franchise agreement is in place, you therefore agree not to sell on any part or whole course on this website.

2.3. Although we strive to ensure our courses are fully up-to-date and error free, there may be some errors or inaccuracies contained within materials. Any errors that may be present do not affect any terms set out in this agreement.

2.4. We strive to ensure that your user experience is clear and seamless. For this reason, our marketing materials are closely aligned to the look and feel of our courses, however, there may be some

differences in these. Some images, colours and screenshots that are used for marketing may be adapted or different in colour and style so slight variations in style may be present.

### **3. Your responsibilities**

3.1. Anyone using our platform to purchase courses and other materials must have the right to use the credit or debit card which is used to make a purchase.

3.2. When purchasing on behalf of a company, you must have the right to place orders on behalf of the business.

3.3. It is your responsibility to check the information of a course including what is covered and the certification. If you are unsure then please get in touch with us. No refund can be issued outside the stated refund period due to a lack of knowledge of the course and it is your responsibility to ensure the course you choose meets your individual needs.

3.4. All data provided by you to us must be truthful and to the best of your knowledge.

3.5. It is unacceptable for someone to carry out a course on behalf of another. You therefore agree to ensure your work is carried out by you and nobody else and that the correct name is placed on your account and certificate.

### **4. Delivery**

4.1. All of our courses are delivered online on our website, via zoom, google meet or Microsoft Teams for seminars; and face-to-face for all our CPD Events and Workshops.

4.2. Upon purchasing a course, an account will be created for you, and you will be asked to assign a password. You can then log into your account to access your course.

4.3. If there are any issues with this process then it is your responsibility to contact us so that we can fix these.

4.4. Delivery is completed once you have an account with access to your course.

4.5. At times you may not be able to access your course due to unforeseen circumstances or website maintenance. You agree that this does not affect your other rights as outlined in this document.

## **5. Payment**

5.1. Payment can be made via our website using a number of different credit or debit cards.

5.2. Your order receipt will be created after purchase and an invoice will be emailed to you for your records.

5.3. Payment by invoice is available only with prior consent from a representative of the company. All invoices have a number of day terms.

## **6. Refunds and cancellations**

6.1. You have the right to cancel your course for a full refund within 14 days of purchase. This is in accordance with the Consumer Agreements (Information, Cancellation and Additional Charges) Regulations 2013. To cancel simply send an email with your enrolment details to [sales.solartechuk@gmail.com](mailto:sales.solartechuk@gmail.com) or [cpd.solartechuk@gmail.com](mailto:cpd.solartechuk@gmail.com)

6.2. No refund requests will be accepted once this 14 day period has passed.

6.3. In order to be refunded, any certificates that have been sent out must be returned to us. Details of this will be sent to you once a cancellation request has been submitted.

6.4. No cancellation requests are accept over the phone and you must send your request in writing via email.

6.5. Once a cancellation request is accepted, we will provide you with a refund as soon as practicable to the credit or debit card which was used in your purchase. If an alternate method of payment was used, your refund will be sent through a method as agreed between we the company and you.

6.6. If purchasing multiple courses for multiple students, the same 14 day refund period applies even if some of the students have not accessed the course.

## **7. Liability**

7.1. We will under no circumstances be liable to you for:

7.1.1. Loss of data

7.1.2. Loss of opportunity

7.1.3. Loss of goodwill

7.1.4. Consequential loss

7.2. Any liability to you cannot exceed the price paid for a course.

## **8. Personal information**

8.1. You can find details of how we handle your personal information in our privacy policy.