



PANDI TRAINING LTD

Digital purchase cancellation and refund policy – digital products.

For all non-digital products please refer to our cancellation and re-scheduling policy.

Digital product sales.

Any product that is purchased as either a stand-alone training programme or as a part product where our online training platform is to be used, will be treated as a digital product. – In line with the consumer rights act 2015 the following applies to our digital products.

1. All individual digital products are immediate access.
2. Once access has been made to the digital product then refunds are not available.
3. For group bookings access is granted via a coded password.
4. On receipt of your digital password the product will be deemed to have started and refunds are not available. Once the code has been observed we are unable to control access to the product.
5. Please follow our complaints procedure for any concerns you have had with any of our products, digital or otherwise.

P&I Training LTD will attempt to resolve issues with any of our products, digital or other. Please contact us at admin@panditraining.co.uk with any concerns and we will strive to help you.