



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 – In line with the consumer rights act 2015 the following applies to our digital products.

1. Any of our products which include a digital element as part of the overall purchase are deemed as immediate access products.
2. Digital products are non-refundable as a password is required to access sensitive areas of our website. Once website access has been granted (within 24 hours of payment) your purchase has been completed.
3. Please ensure your organisation has the capacity to allow our digital products to be accessed on your systems. Our website is protected and displays the padlock sign as evidence of this.
4. For any delivery of online CPD sessions we use Teams as our chosen provider for conferencing software. Please ensure your organisation has the capacity to allow you to join online Teams meetings.
5. Refunds will not be made following purchase for any school who cannot access the website due to their IT procedures or restrictions.
6. For any organisations who insist on cancellations following release of passwords, we will grant the request for a fee of £2000. The £2000 charge covers the closing of the website page, and the renewing and distribution of all passwords and Teams links for other organisations who use our services.
7. Please follow our complaints procedure for any concerns you have 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.