

Cancellation Policy

Should you change your mind about undertaking a The Skills Network (TSN) distance learning course you may request a full refund within 14 days from the date of purchase, provided you have not accessed the course content.

Access will be deemed to have occurred where you have logged into the learning portal, any product once accessed will not be eligible for a refund unless the content is faulty.

By logging into the learning portal and accessing the course content you hereby waive your right to cancel.

The date of purchase will be deemed to be the date of confirmation of your order, confirmation will be made via email and will constitute acceptance of your purchase by TSN.

For purchases bought on account, should payment be outstanding after the 14 day cooling off period where no cancellation request has been received within this period you will remain liable to pay the full fee.

To exercise the right to cancel you must inform us of your decision to cancel this contract in writing (this may be via email). Cancellations can be made by completing the cancellation form (this is not obligatory) and emailing to **sales@theskillsnetwork.com**. TSN will confirm receipt of cancellation request within 3 days.

We will make all reimbursements to you without undue delay, and not later than:

- a) 14 days after the day we receive back from you any goods supplied, or
- b) If there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make reimbursements in full into a bank account of your choice, you will not incur any transaction fees as a result of the reimbursement.

For all cancellation of courses undertaken in paper form the above 14 day period applies however this period will begin on the day the goods are received by the customer.

Any cancellations of paper based courses can be made in full within the cooling off period provided the material has not been used / and access to the learning portal has not been made. Materials must be returned to us without undue delay, and in any event not later than 14 days from the day on which you communicated your cancellation to us. The deadline is met if you send back your goods before the period of 14 days has expired and provide proof of posting within this deadline.

You will be responsible for the direct cost of returning goods to us.

Any goods received that has been damaged or used in any way will incur a £30 fee which shall be deducted in full from the refund amount due.

For all cancellations where the goods have not been returned to us we shall deduct £30 to cover the cost of materials which will be deducted in full from your refund.