

REFUND POLICY

PLEASE READ THE FOLLOWING REFUND POLICY CAREFULLY.

Refund Policy for Book Products: If you are not fully satisfied with the book products you bought from us you will receive a full refund within two weeks.

Grace Period, Refund and Cancellation Policy for Combined Online/Onsite Trainings: A full refund will be made if cancellation is received within 2 weeks of purchase and the online module has not been accessed. A partial refund of 50% will be made if you are unable to attend the classroom training AND cancellation is received 2 weeks prior to the training date. No-shows will not receive a refund. Refund will be processed within two weeks of request. Users have a 14 day grace period to cancel their order after purchase unless they have accessed the online module.

Grace Period, Refund and Cancellation Policy for the the Online Module: A full refund will be made if cancellation is received within 2 weeks of purchase and the online module has not been accessed beyond first page. Refund will be processed within two weeks of request. Users have a 14 day grace period to cancel their order after purchase unless they have accessed the online module.

Resit Policy: Participants may take the post-course test as many times as necessary to pass.

Questions and Concerns: Please directly contact the CEO, Dr. Elvira V. Lang. We strive that all our customers to have an excellent experience.