

# **START LEARNING LTD TERMS AND CONDITIONS**

## **GENERAL TERMS APPLICABLE TO ALL CUSTOMER AGREEMENTS**

### **Cancellation**

Your statutory right under the consumer protection (distance selling) regulations 2000, allows you seven working days from the day after receipt of materials in which to make a written request by post for cancellation. **This must be sent by recorded delivery to ensure there is no confusion. Email or telephone cancellations are not acceptable.**

**Please return the course to, Start Learning Ltd. Kent House, 349 Darnick Street, Glasgow, G21 4AX. If you return the course to any other address we charge £9.95 to delivery it back to our depot.**

Course materials **must be returned within 7 days once you have notified in re-saleable condition** and with the security seal intact if applicable or the money back guarantee is nil and void. **UK Open Learning will not grant requests to cancel out of legislative period. We will send you a full refund less postage and packing costs within 21 days.**

### **Instalment Plan**

**If you are paying by instalments and your card is declined automatically add £15.00 including vat to your account to cover administration charges and your support is suspended until the full amount of the course is paid for. You will be registered with the awarding body once we receive your final payment.**

Due to a high number of bad debts we now pass all debts to a collection agency once you have missed a full month.

**We are very understanding so if you are experiencing financial difficulties why not call us instead of allowing the debt to be passed for collection?**

Once we have tried to contact you by telephone and letter several times and we do not receive payment we pass the total debt including the extra charges to a national debt collection agency based in Lancashire. **We add 15% administration charge plus VAT.**

***They may also add further charges and County Court costs which will affect your credit rating in the future. The debt is lodged with all the main credit reference agencies.***

**There are no exceptions to the above returns policy as once the 7 days have lapsed we will have paid the tutors and cannot accept any cancellations.**

Please note our returns policy does not apply to CD-Rom's and DVDs we do not accept them back unless they are faulty.

If your course is provided directly by one of our suppliers then our terms and conditions are applicable as you are our customer.

**We reserve the right to change the awarding body for your course to either an equivalent or better qualification.**

**Please note that even if you choose not to continue with the course at anytime the whole amount is still due as all tutor fees have been paid and you have entered into a legal binding contract to pay the full amount.**

**Please check the contents of your course when you receive it as we cannot liability for missing contents such as DVDs or free gifts after 7 days.**

# PLEASE READ CAREFULLY

## INSTALMENT PLAN

**If you have decided to purchase your distance learning training course through our instalment plan so you must note the following information.**

We take the payment from your debit or credit card on the date you have agreed with our telephone sales staff, **WE DO NOT OPERATE A DIRECT DEBIT SCHEME.**

If you do not have sufficient funds to make the payment on the agreed date then it is up to you to notify us 3 days before the payment is due by calling 0870 042 4288 if you fail to do so and the card is declined the following takes place :-

- We will add £15 to your account to cover our administration charges which are incurred telephoning, **texting** you and or writing to you
- Your support is cancelled until the whole of the amount due for your course is paid.

### **Registration**

You will be registered with the awarding body once we receive the final instalment for your course.

### **Stolen or Lost Cards**

If your card is lost or stolen then you must contact us before the next payment date so we do not attempt to take payment.

### **Expired Cards**

If your card expires and we are unable to take a payment then we will write to you requesting your new card details. If you do not respond then the full amount becomes due and a registration fee of £45 is payable for you to continue with your course.