

## Money Back Guarantee Terms and Conditions

At IMechE Argyll Ruane, the team works hard to guarantee complete satisfaction with your experience with us. However, we understand that there may be times where this may not always be the case.

### 1. Scope

The following restrictions apply to services which specifically state that they are covered by our money back guarantee. Please read the following terms & conditions before making your purchase. Non-adherence to these conditions will void the guarantee.

The money back guarantee (MBG) applies to:

- Classroom Non-Destructive Testing training courses provided by and undertaken at IMechE Argyll Ruane training facilities in Sheffield.
- Level 1, 2 and 3 PCN and employer-based initial courses (training and examinations), refresher training and recertification examinations.
- The MBG does not apply to online NDT courses, ICorr courses, Level 3 Services, on-site courses or NDT training and examinations undertaken at other training sites.
- The MBG does not apply to service levels outside the control of IMechE Argyll Ruane, such as dissatisfaction due to the services supplied by certification agencies.

Any deviation from these conditions requires authorisation from the General Manager of IMechE Argyll Ruane.

### 2. Requesting a refund

The following terms apply when requesting a MBG refund:

- If you are unhappy with your experience at any time, then please inform a member of staff and we will endeavour to resolve your issue.
- If you do not feel that we have resolved your issue you must request a refund within 7 days of the course completion date.
  - If you are undertaking training and examination, this would be 7 days following the final day of your examination.
- You must put your request for a refund in writing to [argyllruane@imeche.org](mailto:argyllruane@imeche.org) and provide the following information:
  - Your name
  - The course you attended
  - Contact details
  - Feedback outlining why you are dissatisfied with your customer experience. We are fully committed to understanding why you are dissatisfied and learning from the experience.
- The MBG refund application must be made by the student attending the training course.
- Your request will be considered by the General Manager of IAR and if the General Manager of IAR, at their sole discretion, agrees that the reason for your dissatisfaction was due to the service provided by IMechE Argyll Ruane, then a refund will be issued.
- A 100% refund will be administered to the contact who made the booking (limited to the sums paid in respect of the training course fee, examination fee and any levies).