

NAMBEX Ltd RETURNS AND CANCELLATION POLICY

**If you are not entirely satisfied with your purchase, please contact us via
Email at: info@nambex.com**

Returns

- You have 14 calendar days to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it.
- Your item must be in the original packaging.
- You will need to provide a copy of the receipt or proof of purchase for the item you wish to return.
- All returns must be sent tracked to us via recorded delivery at your own expense. Postage and packaging costs incurred are the responsibility of the sender returning the item and will not be refunded. A tracking number will be requested as proof of postage.

Refunds

- Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.
- All refunds will be returned via the original payment method, if your return is approved. Refunds will usually be made within 7 days.
- You will receive the credit within a certain amount of days, depending on your card issuer's policies.
- Refunds will not be accepted for any course related materials, such as study booklets, ID cards or certification.
- All paperwork completed by the instructor / operator, must be legible in order for us to complete the certification process. Any misspelt names or information on a candidate's certification or ID card is the sole responsibility of that instructor / operator, if we cannot CLEARLY read their writing. An additional charge will be implemented if a replacement is requested by the instructor / operator. If it's a mistake made by NAMBEX Ltd, we will rectify the mistake and issue replacement certification and ID cards at no extra charge.

Shipping

- You will be responsible for paying the shipping costs for returning your item. Shipping costs are non-refundable.
- All orders will be sent via royal mail; however, we cannot guarantee a specific delivery date or time.

CANCELLATION

All members are important to us at NAMBEX Ltd.

We hold your bookings just for you and ask that if you must cancel or reschedule any appointment or Annual Support Visit (ASV), please provide us with a minimum of 48 hours notice. This will enable our team to adjust their schedules accordingly.

We do understand that unavoidable issues may occur, and we will do our best to work with you as much as possible.

Last minute cancellations, or 'no shows', will be charged the full cost of the course which has been booked in.

A) If less than 48-hours notice is given

- The course should be rebooked and completed within a time period of 6 weeks from the date of the original booking.
- If this 6-week threshold expires, you will be required to set up a 2-day training course.
- You will be charged the full cost of another ASV visit.

B) Failing to show

- If after a period of 30 minutes you have not made contact with your ASV Advanced Tutor, the course may be cancelled and you will be charged the full amount of the booked course, you will then be required to set up a 2-day training course.
- You will be charged the full cost of another ASV visit.

We will contact you to confirm the date and time of your booking within 5 days of the course commencing via email or telephone.

Please understand that it is your responsibility to remember your course dates and times in order to avoid missed appointments and cancellation fees. You are always welcome to call and double check any bookings or renewal dates if you are unsure.

These policies allow us the opportunity to ensure the smooth running of our Annual Support Visits.

We very much appreciate your business and adherence to our policies.

PROMOTIONS, OFFERS AND PACKAGES

All offers, promotions and packages are subject to the following terms and conditions:

- Offers are not cumulative.
- Individual offers and promotions for details will be on our website.
- Refunds on offers, promotions or packages will not be accepted.
- Offers, promotions or packages are non-transferable.
- NAMBEX reserves the right to withhold or retract offers at any time without prior notice.

NAMBEX COMPLAINTS PROCEDURE

At NAMBEX we are committed to delivering a high standard of service and quality for all our members. We want to ensure good partnerships with you, and work in an accountable and upfront manner, to ensure we build trust and respect.

We are always open to receive feedback and comments, whether positive or negative, as this is a means by which we can improve services for our members and clients.

Should a client have any cause for concern or wish to raise a complaint, NAMBEX will aim to address your concerns. We will do this by:

- Having an easy and straightforward process in place for clients to raise a complaint
- Treating all complaints seriously, and treating complainants fairly and without discrimination
- Providing a professional and polite response, maintaining confidentiality as needed
- Responding in a timely manner, and ensuring that clients are kept informed at all times of the process
- Putting matters right to ensure that a positive relationship with our clients continues
- Ensuring we learn from any feedback received, so that we prevent similar occurrences and improve our performance



NAMBEX asks that any concerns or complaints are brought to our attention, as soon as possible, and by no later than 30 days from the time of discovery. This will enable us to investigate and respond swiftly. Ensure that as much detail as possible is provided to us, and be aware that we may need to ask for further details or clarification as part of our investigation.

The concerns and complaints form is available on our website, and any concerns or complaints must be raised via this method. Our response to any concerns or complaints will be sent by email.

Our complaints procedure is intended to ensure that all concerns and complaints are handled fairly, consistently and wherever possible, resolved to the complainant's satisfaction.

We will acknowledge all concerns and complaints received within 3 working days. We aim to respond to all complaints within 20 working days, sooner if possible. If we are not able to adhere to either of these timeframes, we will advise you of the reasons why, and outline our anticipated timeframe.

All complaints will be responded to by one of the Directors of NAMBEX Ltd.

Contact Us

If you have any queries on how to return your item to us, please contact us

Email: info@nambex.com

Post: Nambex Ltd
Suite 9, Cobalt House, Centre Court
Sir Thomas Longley Road
Medway City Estate
Rochester
Kent
ME2 4BQ