

## Cancellation and Refunds Policy

E-learning Products	Cancellation and Refund Policy
If you are a consumer, within 14 days of placing your order	You may change your mind and we will give you a full refund if you have not accessed or used the product.
Where there has been a change in the law or circumstances beyond our control that mean we can no longer supply the product.	We will give you a full refund.
Where the product is faulty	We will refund you or repair or replace the product depending upon the circumstances.
Where we do not accept your order for any reason	We will give you a full refund.

Services	Cancellation and Refund Policy
Cancellation within three working days of the provision of the service	The full fee is payable and you will not receive any refund.
Transfer onto another training course or event (within three working days of the training course or event You first booked)	This will usually not be acceptable and your booking will be treated as a cancellation with no refund of the booking fee.
Transfer onto another training course or event with more than three working days' notice	£10 booking variation administration fee will be payable by you.
Amending the training course or event booking details (including such things as a change to the registered delegate's name)	£10 administration fee will be payable by you.

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Services	Cancellation and Refund Policy
If for any reason we need to make any significant changes to the training course	You may either cancel your booking or transfer your booking to another training course or event (where an alternative exists). If We transfer your booking there may be additional fees payable. Where the booking fee for the alternative event is lower than the original fee that you have paid, we will refund you the difference.
Where we refuse to allow you, or any person booked by you, to participate, or continue to participate, in the training course or event	You will not be entitled to any refund.
If you are a consumer, then you may have a legal right to change your mind within 14 days of placing Your booking and receive a refund.	You will receive a full refund but depending upon the circumstances we may deduct an administration fee.

Full details of our Terms and Conditions, including those specifically for e-learning and services can be found on our website ([www.thealchemistuk.com](http://www.thealchemistuk.com)).

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