

Refund Policy

This is the refund policy RTC Education Limited, a company formed in England and Wales, with registered company number 04422774, with registered offices situated at 167 Imperial Drive, Harrow, Middlesex, HA2 7JP, trading as of *Regent Learning*.

For details on our refund deadlines and policies, please refer to the information below.

1 Consumers

- 1.1 If you are a consumer and you bought online, you have a legal right to change your mind.
- 1.2 For most of our services bought on our website, you have a legal right to change your mind about your purchase and receive a refund of what you paid for it, including the delivery costs. This is subject to some conditions, as set out below.
- 1.3 You can't change your mind about an order for:
 - a. digital products, after you have started to use, download or stream them;
 - b. services, once these have been completed;
 - c. goods which become mixed inseparably with other items after their delivery.
- 1.4 If you change your mind about a service you must let us know no later than 14 days after:
 - a. the day we confirm we have accepted your order.
 - b. the day we confirm we have accepted your order, if it is for digital content for download or streaming (for example, PDFs, although you can't change your mind about digital content once we have started providing it.

2 How to let us know

- 2.1 To let us know you want to change your mind, contact our customer service team:
 - a. email us at info@regentlearning.com;
 - b. on our website at www.regentlearning.com using our online form;
 - c. or print-out and post it to us at the address listed on the website noted in b.
- 2.2 If you bought a service we don't refund you for the time you were receiving it before you told us you'd changed your mind.

3 When and how we refund you.

- 3.1 If your services or digital content haven't been delivered, we refund you as soon as possible and within 14 days of you telling us you've changed your mind.
- 3.2 We refund you by the method you used for payment. We don't charge a fee for the refund.

4 You can end an on-going contract

- 4.1 We tell you when and how you can end an on-going contract with us (for example, for

regular services or a subscription to digital content or goods) during the order process and we confirm this information to you in writing after we've accepted your order. If you have any questions, please contact our Customer Service Team via the details on our website or email below:

- a. infor@regentlearning.com
- b. www.regentlearning.com

5 Your rights and remedies if you are a consumer

5.1 We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law. Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the UK Citizens Advice website www.citizensadvice.org.uk.

6 Summary of your key legal rights

- 6.1 If you purchased digital content, for example a PDF or video, the Consumer Rights Act 2015 says digital content must be as described, fit for purpose and of satisfactory quality:
- a. If your digital content is faulty, you're entitled to a repair or a replacement.
 - b. If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some or all of your money back.
 - c. If you can show the fault has damaged your device and we haven't used reasonable care and skill, you may be entitled to a repair or compensation
- 6.2 If you purchased services, the Consumer Rights Act 2015 says:
- a. you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it;
 - b. if a price hasn't been agreed upfront, what you're asked to pay must be reasonable; and
 - c. if a time hasn't been agreed upfront, it must be carried out within a reasonable time.

7 Your rights if you are a business

- 7.1 We warrant that on delivery and for a period of 6 months from the date of delivery (**warranty period**), any services shall:
- a. conform in all material respects with their description and any relevant specification;
 - b. be free from material defects in design, material and workmanship;
 - c. be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
 - d. be fit for any purpose held out by us.
- 7.2 Unless an exception applies if you give us notice in writing during the warranty period of 14

days within a reasonable time of discovery that a product does not comply with the business customer warranty;

we shall, at our option, repair or replace the defective service, or refund the price of the defective product in full and this will be your only remedy for breach of the warranty. These terms shall apply to any repaired or replacement services supplied by us.

8 Exceptions to business customers' warranty

8.1 We will not be liable for a product's failure to comply with the business customer warranty if:

- a. you make any further use of the services after telling us it is non-compliant;
- b. the defect arises because you failed to follow our oral or written instructions as to the storage, installation, commissioning, use or maintenance of the product or (if there are none) good trade practice;
- c. the defect arises because we followed any drawing, design or specification supplied by you;
- d. you alter or repair the product without our written consent; or
- e. the defect arises because of fair wear and tear, wilful damage, negligence, or abnormal working conditions.