

Certification Training

ITIL® 4

ITIL Subscription Terms



ITSM Assist Limited
<https://www.itsmassist.com>

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Subscription period

The Online Live ITIL® Annual Subscriptions (Online Live Foundation, and Online Live Upper-Level) naturally expire on the anniversary (12-months following the start date). We will notify the Customer in advance of expiry with a view of offering the option to renew accordingly.

During the agreed ITIL Annual Subscription period the Customer will benefit the agreed student discount/charges respectively, regarding each student Online Live course booking. It should be noted that the agreed student discount/charges apply to Online Live courses only.

Courses and course dates

The Customer can view upcoming Online Live courses and course dates by visiting: <https://www.itsmassist.com/public-uk-online-time-zone> Alternatively, the Customer can request information about upcoming courses/dates by contacting admin@itsmassist.com

Invoicing Terms

All invoices will be due for payment on or before 30-days from the date of the invoice.

Cancellation/Refunds

Whilst the ITIL® Annual Subscription will come to a natural expiry 12-months following the start date, in the meantime, the Customer reserves the right to cancel the ITIL Annual Subscription with immediate effect, and where applicable, can expect full or part refunds/credits based on the following conditions.

1. The Customer reserves the right to cancel the ITIL Annual Subscription with immediate effect if the agreed student course charges increase during the Subscription period. In this case, the following will apply:
 - 1.1 If the Customer has not yet been invoiced for any student courses during the Subscription period, then the Annual Subscription fee will be refunded fully if payment has already been made, or credited if payment remains outstanding.
 - 1.2 If the Customer has been invoiced for student courses during the Subscription period, then we (ITSM Assist) will calculate the Annual Subscription fee in conjunction with student courses already undertaken, along with comparing this with the normal pricing model. If the Annual Subscription equates to an overpayment, then this overpayment will be refunded (if payments have already been made) or credited accordingly against payments remaining as outstanding. In summary, this will be reconciled equal to as if the Customer was never part of the Annual Subscription scheme.
 - 1.3 Based on the calculation described in point 1.2, if it becomes evident that the Customer has already achieved a cost saving at the point of cancelling the Annual Subscription, then no refunds/credits will be issued.
2. The Customer reserves the right to cancel the ITIL Annual Subscription with immediate effect if we (ITSM Assist), fail to make available Online Live Foundation or any Upper-Level course (e.g., those which make up the Managing Professional, Strategic Leader, or Practice Manager designates) within an 8-week cycle. It should be noted however, that we cannot become responsible for any course or courses that have not yet been officially released by Axelos®/PeopleCert®. For clarification, Axelos are the owners of ITIL and PeopleCert is the official Axelos examination institute (EI).

Course Bookings

The Customer reserves the right to cancel student bookings at any time prior to course commencement without incurring any charges. If the Customer has already prepaid, then a full refund will be given accordingly. Once the course has commenced then the Customer agrees to pay all relevant charges however, students failing to attend or complete a course can be transferred to another course accordingly at no additional charge.

Exams

The Customer can transfer unused exam vouchers to other students who can, therefore, attend a course equivalent to the exam voucher at no additional charge. It should be noted however, that resits can only be transferred with the main exam voucher, i.e., not independently.

Exam vouchers are valid for 12-months from the date of issue and resits are valid for 6-months following the first exam.

Exam vouchers can be extended up to 6-months beyond the 12-month validity period on the basis that such requests are submitted no less than 14-days prior to the exam voucher expiry date, and that the Customer agrees to a charge of £50 plus VAT per exam extension.

Contact Details

Admin@itsmassist.com (enquiries for more information, quotations and/or course dates, submitting purchase orders and notices regarding cancellations etc.,)

Accounts@itsmassist.com (billing enquiries)

Support@itsmassist.com (course topic/content enquiries)