

Certification Training

ITIL® 4

ITIL Annual Subscription Terms of Service



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

The ITIL® accredited training logo is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Contents

Terms	2
Contact Details.....	4

Terms

1. **Subscription:**

The ITIL® Annual Subscription service will naturally expire 12-months following. We will notify the Customer in advance of expiry with a view of offering the option to renew accordingly.

2. **Purchasing Courses:**

During the agreed ITIL Annual Subscription period the Customer will benefit the agreed discount for as many ITIL Online Live and/or Self-paced eLearning courses as the Customer wishes to purchase.

The Customer can view upcoming Online Live and Self-paced eLearning courses directly on our website and submit requests for availability/quotations (if a Business Organisation) or purchase directly via our secure checkout (if a Self-Funding Individual).

- Business Organisations are typically invoiced based on 30-days payment terms.
- Self-Funding Individuals pay directly at source (via our secure online checkout)

Please note: the Annual Subscription service proposed does not apply to our “Onsite (Physical Classroom) courses. Onsite courses are by default exclusive, and incorporate travel/accomodation charges etc. However, quotations for Onsite courses can be provided accordingly by contacting: admin@itsmassist.com

3. Cancellation/Refunds:

3.1 ITIL® Annual Subscription Cancellation

Whilst the ITIL Annual Subscription will come to a natural expiry 12-months following, in the meantime, the Customer reserves the right to cancel the ITIL Annual Subscription with immediate effect and where applicable, expect the ITIL Annual Subscription fee paid to be part or fully refunded based on the following conditions:

- If the normal prices and/or agreed discount change during the Annual Subscription period and where the Customer can no longer benefit the same financial savings.
- Where we fail to make any of the courses (listed below) available within any given 8-week period.
 - Foundation (FND)
 - Create Deliver and Support (CDS)
 - Drive Stakeholder Value (DSV)
 - High Velocity IT (HVIT)
 - Direct Plan and Improve (DPI)
 - Digital and IT Strategy (DITS)

3.11 ITIL Annual Subscription Refunds

On the basis all outstanding invoices are fully paid, and Cancellation meets the agreed conditions as outlined above, the Customer will be entitled to a refund (part, or in full) regarding the ITIL Annual Subscription fee paid as follows:

- Calculated on the courses already purchased and fulfilled during the ITIL Annual Subscription period; if the Customer has NOT benefited a financial saving during this time (including the Annual Subscription fee paid), then the Customer will be refunded the portion of the ITIL Annual Subscription fee equating to the shortfall. For example, if the courses which the Customer has purchased (including the Annual Subscription fee) exceeds the overall cost when compared with the normal prices, then the Customer will be refunded the difference accordingly. If the Customer at this point has not purchased any courses, then the Customer will be refunded the full ITIL Annual Subscription fee amount.

Please note: Calculated on the courses already purchased and fulfilled during the ITIL Annual Subscription period; if the Customer has benefited a financial saving during this time (including the Annual Subscription fee paid), then the Customer will NOT be entitled to a refund. In this case, the ITIL Annual Subscription will continue and naturally expiry as scheduled.

Cancellation/Refunds Continued

3.2 Course Bookings

3.21 Students

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.

3.22 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)