

Terms of Service

ITIL®

# Certification Training



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

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## 1. Definitions

“Customer”	Means the Purchaser, whether a Company Organisation or a Self-funding Individual.
“ITSM Assist”	Means ITSM Assist Limited, the seller and provider of courses. (Company Registration: 07618216). And, whose registered offices is Finnies Chartered Accountants, 4-6 Swaby’s Yard, Walkergate, Beverley, East Riding of Yorkshire. United HU17 9BZ England.
“Online (Public)”	Otherwise known as an open course. Means prescheduled online (virtual classroom) courses and where Students attending represent various Customers. Online (Public) course dates can be found on the ITSM Assist website.
“Online (Exclusive)”	Otherwise known as a closed course. Means online (virtual classroom) courses that are exclusive to one Customer, and where their employees and/or authorised representatives are in attendance only. Online (Exclusive) course dates are available upon request.
“Onsite”	Means courses that take place on the Customer’s own site and therefore, by default become exclusive to the Customer.
“Self-paced (eLearning)”	Means pre-recorded courses that are accessible typically over a 12-month period, on-demand 24x7, thus students can study at their own pace.
“Student”	Means the person attending or accessing courses.

## 2. Student Cancellations/Amendments

### 2.1 **Online (Public), Online (Exclusive) and Onsite Courses.**

Customers can cancel Student bookings at any time prior to course commencement without incurring any cancellation charges. After the course begins Customers must pay all agreed charges in full. Students who do not complete a course can transfer to another course date free of charge. Please note, Students who do not complete an Online (Exclusive) or Onsite course, can join the same course as an Online (Public) course free of charge. In both cases, this option operates on the basis that Students hold a valid exam voucher.

### 2.2 **Self-paced (eLearning) Courses.**

At any time prior to receiving, or within 24-hours of receiving the self-paced (eLearning) course and/or the online exam voucher, the Customer can:

- i) Swap Student access to the course and reallocate exam vouchers accordingly.
- ii) Postpone student access to the course and/or receipt of exam vouchers until a later date.
- iii) Cancel the order entirely, and in turn receive a full refund accordingly.

Please note:

Exam voucher retakes cannot be transferred in isolation. Retakes can only be transferred with the main exam voucher.

### 2.3 **Refunds.**

In the event of cancellation and where the Customer has prepaid, ITSM Assist will refund such payments accordingly. Note, fees incurred by ITSM Assist from the Customer's payment method (e.g., card payments) will be deducted from the refund.

### 3. Online Exams

- 3.1 Unused exam vouchers can be transferred to other students for equivalent courses at no extra cost. Retakes must be transferred along with the main exam voucher, e.g., retakes cannot be transferred in isolation.
- 3.2 Exam vouchers are valid for 12-months from the date of issue and retakes (known as Take2) are valid for 6-months following the first exam.
- 3.3 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.

### 4. Exceptions

- 4.11 Exceptions will be laid out in writing and agreed between the Customer and ITSM Assist accordingly.

### 5. Payment Terms

- 5.1 In the event where ITSM Assist has agreed invoicing terms with the Customer then such invoices will be submitted upon completion of course delivery regarding Online (Public), Online (Exclusive) and Onsite courses, and due for payment on or before 30-days from the date of the invoice. Self-paced (eLearning) courses however, invoices will be submitted on the same date when the Self-paced (eLearning) product has been issued and will be due for payment on or before 30-days from the date of the date.

### 6. Contact Details

- 6.1 [Admin@itsmassist.com](mailto:Admin@itsmassist.com) (enquiries for more information, quotations, and/or course dates, submitting purchase orders and notices regarding cancellations etc.)  
[Accounts@itsmassist.com](mailto:Accounts@itsmassist.com) (billing enquiries)  
[Support@itsmassist.com](mailto:Support@itsmassist.com) (course topic/content enquiries)