



REFUND AND CANCELLATION POLICY

Thank you for shopping with ECG. If you are not entirely satisfied with your purchase, we're here to help.

Refunds

On making a purchase of either an online training product or booking to attend a course, you have the right to cancel and receive a refund on the following basis:

In all cases a refund request should be made in writing or by email sent to the contact details below. We will require details of:

- the course;
- a reason for the refund; and
- how the payment was made.

Online courses

If the registration process to access the training has not been done – A full refund is available.

In the case that registration for an online course has been completed, unfortunately we are not able to offer any refund, even if the training materials and post course test have not been completed.

Onsite training

Cancellation made 10 working days or more prior to delivery – A full refund is available.
Cancellation made 5-9 working days prior to delivery – 50% of the fee may be refunded.
Cancellation made 4 working days or less prior to delivery – no refund can be provided.

We will contact you by email to confirm any refund details within 3 working days of receipt of your refund request. You will then receive the credit within 7 working days, depending on your card issuer's policies. Funds will be returned to the card account that was used to make the original purchase. PayPal payments will be refunded to the same account from which the payment was made. In the case of payments made by BACS or cheque, our Accounts department will email you to confirm account details where you wish to receive the refund.

Where ECG cancels a course

Should it be necessary for ECG to cancel an onsite training course, we will inform you at the earliest opportunity. Where possible an alternative date will be offered, or a full refund of the course fee will be provided.

Contact us

If you have any questions, please contact us.

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