

## CUSTOMER SERVICE POLICY

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

When you purchase an ECG course, product or service we are committed to providing the best quality customer service to all our clients. We aim to deliver a clear and consistent experience, to help you meet your training needs. This policy outlines our standards regarding your booking and explains our refund and cancellation procedure. Please ensure all terms and conditions associated with the course, product or service have been read prior to booking – these are detailed on the relevant webpage.

### **Open courses**

To book a place on an open course, full payment must be received by us before the date of the course. An email will be sent to you within two working days, confirming your booking details. Joining instructions will follow two weeks before the date of the course, confirming further details.

### **Online courses**

From January 2018 all of our online courses migrated to a new platform and this offers customers more flexible choices for their e-learning.

For a single purchase once you click on the buy icon on the shop page you will be redirected to: <https://ecg.elearning247.com> to register for a new account. Once registration is complete and you have a unique password, you will then be able to purchase the course of your choice through the shop catalogue page using a PayPal account (if you already have one) or as a guest on the PayPal platform.

For customers wishing to order for a number of individuals in their organisation, the link on the shop will give you the facility to make multiple orders. An email template requesting delegate details will be sent out and the options for making payment. Once payment is received and the all information is completed and returned each delegate will be emailed individually with their login details.

### **Telephone Payments**

Customers paying via telephone (if this service is available) will be required to provide details to ECG staff, to allow payment to be processed. Payments are processed through PayPal. ECG will only use the data for making customer bookings, no card details are stored.

### **Refunds and Cancellation**

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:

### Online courses

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.

### PGD's and ETool Travel Health Clinic

Personal information will be shared with PharmaDoctor for the registration of your ETool and PGDs. All services can take up to 7-10 working days to be processed. Please check your eligibility and training options first, as we will not be able to issue a refund for this purchase.

To be eligible you will need to have been appropriately trained to suitable professional standards to meet the theoretical and practical aspects of the Public Health England (PHE) national minimum standards for immunisation training to enable the competent administration of medicines under the chosen PGD. Our PGD's are authorised per pharmacist for use at one company under the supervision of a superintendent. You will not be able to take a PGD to multiple companies and use it.

### Open or onsite courses

#### Notice Period

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.

#### Standards and competence

In the unlikely event that a trainer cannot sign off a delegate competence, we would support you to gain all the necessary skills and where possible an alternative date will be offered for further training at the delegates expense. However, no issue of refund will be made.

### Where ECG cancels a course

Should it be necessary for ECG to cancel an open or 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.

### Products

Unopened, faulty or damaged products in their original packaging – you have the legal right to cancel and return the items that are unused and in their original packaging.

Products should be returned within 14 days, shipping may be paid for, but please contact us first to arrange a return of goods and any return shipping fees.

Opened or used goods cannot be returned as they are supplied clinically clean and/or sterilised.

Should you wish to return a product, please email [customers@ecgtraining.co.uk](mailto:customers@ecgtraining.co.uk) for further support and guidance.



## Procedure

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
- how the payment was made

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 to confirm the process for refunds.

## **How we use your data**

We need to collect some data from you, for example when you order products/services, use our website, attend/complete our courses or contact us. We will not use any data for marketing purposes without your consent and if we need to share your data with any third party partners we will inform you. Please see our [Privacy Notice](#) for more information on how we use your data.

## **Contact us**

[customers@ecgtraining.co.uk](mailto:customers@ecgtraining.co.uk)

[www.ecgtraining.co.uk](http://www.ecgtraining.co.uk)

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