

# RETURNS, REFUNDS AND CANCELLATION POLICY



## HOW TO RETURN AN ITEM / MATERIAL

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please email: [admin@hspcl.com](mailto:admin@hspcl.com) to request a refund and we will assign you a tracking number.
2. Post your returned item to:

HSPCL  
Manor Farm Barns  
Selsey Road  
Donnington  
West Sussex  
PO20 7PL

3. Include in your package a signed letter stating the reason for your return and the original receipt.

## RETURN EXCEPTIONS

Materials that have been opened, used, or altered will not be accepted for return or exchange.

## REFUNDS

Training course registrations will not be confirmed until registration is complete and billing information is received in full.

In order to cancel or reschedule confirmed training, please submit an email request to: [training@hspcl.com](mailto:training@hspcl.com)

Please submit all cancellation requests within 60 calendar days of registration and no later than 30 days prior to the scheduled course date in order to receive a full refund of paid registration fees.

No-shows and cancellations not made within the specified period will incur the full cost of registration.

## CANCELLATION BY HSPCL

HSPCL reserves the right to cancel any training course due to insufficient enrollment and fees at least 30 calendar days in advance of the scheduled course date. Notice will be provided with the option to reschedule for a future course date or to receive a full refund of registration fees.

HSPCL is not responsible for any expenses incurred by the customer if a training course is cancelled.

If a training course is cancelled due to any unforeseen circumstances such as weather or natural disaster the customer is entitled to reschedule for a future training course.