

Alpha International Training Ltd.

Refund Policy

Candidates enrolling with Alpha International Training Ltd. (ALPHA) either on-line through the website or by telephone are entitled to a “cooling off” period of 14 days from enrolment, with the right to free cancellation and a refund of any course fee paid.

Where a candidate has started their course within the 14 day “cooling off” period then ALPHA reserves the right to charge an administration fee of 15% of the total amount of any course fee paid at the time of cancellation, together with any postage incurred by ALPHA in sending out the candidate Pack and course textbook.

Following notification of cancellation being given to ALPHA, the candidate shall, at his/her own expense, return to ALPHA the Candidate Pack and textbook. A refund will only be made once these items have been received by ALPHA administration staff.

Notification of cancellation must be made by the candidate to the ALPHA office in writing by email, fax, mail or delivered in person and must be received by the College within the 14 day “cooling off” period.

Where a candidate serves notice of cancellation after the 14 day “cooling off” period has ended then this refund policy shall not apply, and any refund made shall be in the sole discretion of the ALPHA Principal.

Candidates enrolling with the ALPHA may apply to ALPHA to change their course to another course offered by the ALPHA. Such application must be made in writing explaining why the candidate wishes to change. The decision to grant such application shall be in the sole discretion of the ALPHA Principal.

Where such application is granted, ALPHA will give credit for fees already paid for the original enrolment against the cost of the new course. In all cases an administration fee of £50 will apply.

Eligibility for Refunds and Exchanges

- Your qualification platform must be unused and in the same condition that you received it.
- Any item's received in way of resources must be in the original packaging.
- To complete your return, we require a receipt or proof of purchase.
- Only regular priced items may be refunded, sale items cannot be refunded.
- If the item in question was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return.

Exchanges *(if applicable)*

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at (Add Relevant Email Address) and send your item to: (Relevant Address).

Exempt Goods

The following are exempt from refunds:

- Discounts
- Qualifications that are discounted more than 20%

Partial refunds are granted *(if applicable)*

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 14 days after delivery.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

- If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.
- If you have done all of this and you still have not received your refund yet, please contact us at admin@alphatraining.uk or call us on +44 (0) 203 576 2363.