



BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

Refund Policy (Training)

Thank you for choosing Backline as your training provider. This policy sets out the terms and conditions of your booking in relation to refunds of payments made for training.

Definitions

Throughout this policy, the following terms will be used:

1. **The Buyer** means the individual or company purchasing training products and/or services from Backline.
2. **Backline** means Backline Logistic Support Services Limited, registered office Unit 1 Topaz, Topaz Way, Bromsgrove, B61 0GD. Company number: Registered in England & Wales 06588090.
3. **Training** means any training products or services sold by Backline.
4. **The Website** means <https://backlinelogistics.co.uk/> and any subdomain thereof

All bookings are subject to the following refund policy, unless otherwise agreed in advance and writing by an authorised agent of Backline.

Deposits

A non-refundable deposit of £10 per person, per day in respect of Driver CPC training, or £50 total per person in respect of any other training, applies to all bookings made through the Website, over the phone or in person.

Cancellation

Where training that has been booked is subsequently cancelled, additional charges may apply based on when the cancellation was made. For training cancelled within 7 days of the start date, no refunds will be given. Please see the full Terms & Conditions (Training) for further details.

Refunds for Training Already Undertaken

No refunds will be given for training that has already been undertaken/delivered except at the sole discretion of Backline under exceptional circumstances.

Training Booked In Error

Where training has been booked that is not suitable for the intended purpose (e.g. Periodic CPC Training where Initial CPC Training is required), Backline will make every effort to make arrangements to provide the Buyer with alternative training in place of what was originally booked.

Where this is impossible or impractical, the appropriate charges will apply, based on when it became clear that the training was not suitable.



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Postage & Packaging

Where applicable, any charges relating to postage & packaging are non-refundable.

Timescales

Refunds will be processed as soon as practically possible, but in any case within five working days of the receipt of cancellation or request for refund. Credits may take up to five working days to show on your statement/in your account from the point of processing for payments made by card.

Refunds (Issuing)

Refunds/credits can only be made to the method in which the payment(s) were originally received. E.g. if a payment has been made by bank transfer, a refund may only be made by bank transfer. Where payment has been made by card, any refunds/credits will be made to the card on which the original payment was made.

Queries & Complaint Resolution

Should you have any queries regarding a payment(s) or wish to raise a complaint regarding a payment(s), please contact:

accounts@backlinelogistics.co.uk

01803 712430

Backline Logistics (Admin & Finance)

Meridian House

Retail Park Close

Exeter

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