



# Refund and Cancellation Policy

Remote Industrial Training Services Pty Ltd (RITS) is committed to upholding the regulations regarding consumer protection in Australia.

## Student Cancellation, Withdrawal of Deferral of Training

Notification of cancellation or withdrawal from units of competency must be made in writing to RITS (or Allens Training Pty Ltd if the course was booked directly with them). In the case of cancellations or withdrawals, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment *more than 7 days prior* to the commencement of the course will be entitled to a **full refund** of training fees paid.
- Students who give notice to cancel their enrolment *less than 7 days prior* to the commencement of the course **may not** be entitled to a full refund, depending on the specific circumstances relating to the withdrawal of enrolment.
- Students who cancel their enrolment **after** the training course has commenced **will not** be entitled to a refund of fees.

Where it has been identified that there is a *legitimate reason* there will be no charge for a student to transfer to another course with RITS.

Discretion may be exercised by RITS in all situations. If the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal, the student will be offered a full credit towards the tuition fee of another scheduled program in-lieu of a refund.

## Course Cancellation

From time to time, RITS may have to cancel a course. If RITS cancels a course, then a full refund will be made available to whoever paid the course fee.

## Refunding Course Fees

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment by the same method that the student used to pay the course tuition fees.

Course fees that were paid using eWAY (directly from the course enrolment website), will be refunded through eWAY back onto the original card used by the customer.

Tuition refunds that were *paid by direct debit* directly into RITS' bank account are to be paid via electronic funds transfer using the authorised bank account nominated by the student.

*Note.* If for any reason Remote Industrial Trainings Services is unable to fulfil its service agreement with a student, Remote Industrial Training Services will refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

## Refunds and Replacements of Products

We are not required to provide a refund or replacement if **you** change your mind.

But you can choose a refund or exchange if an item has a **major** problem. This is when the item:

- Has a problem that would have stopped someone from buying the item if they had known about it.
- Is unsafe.
- Is significantly different from the sample or description.
- Doesn't do what we said it would, or what you asked for and cant be easily fixed.

Alternatively, you can choose to keep the item and we will compensate you for any drop in value.

If the problem is **not major**, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

## Refund Policy Enquiries

If you have any queries about our Refund and Cancellation Policy please contact us at:

**37 Dunnet Rd, Nannup WA 6275**

**admin@remoteindustrial.com.au**

**0429 883 842**

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