



Terms and Conditions of Sale

1.0 Payments

- 1.1 All payments are to be made in USD by credit card or by wire transfer to ECM Training Services, LLC.
- 1.2 Payments are due before access to the course (license) is given.
- 1.3 Course/Program prices are as listed herein, unless agreed otherwise by ECM Training in writing.

2.0 Refunds/Cancellations

- 2.1 Credit card cancellations can only be made within 3 full business days (weekend and US holidays excluded) of ordering. In that case, the full amount of the credit card purchase will be refunded to the client, less any bank or credit card charges to ECM Training.
- 2.2 For cancellations as per 2.1 above, notice to support@ecmtrainingservices.com is acceptable.
- 2.3 Once a course or program is accessed online, there is no refund.
- 2.4 In case a course/program license is not accessed within 2 calendar weeks of purchase, that purchase can be cancelled, again by contacting support@ecmtrainingservices.com within that 2 calendar week period. In this circumstance, the client would be entitled to a 50% refund of the original purchase price.
- 2.5 Any and all entitled refunds as per 2.1 and 2.4 above will be made by ECM Training to client within 30 days of receipt of valid cancellation notice.