



Refund & Returns Policy

1. Purpose & Scope

This policy explains when and how learners may obtain a refund and what fees are non-refundable. It applies to all SEI Tech International courses, enrolments, and examination bookings. It should be read together with the SEI Tech International Terms & Conditions.

2. Cooling-Off Period (14 days)

- You may cancel your course within **14 days** of purchase and request a refund by emailing **customer@seitechinternational.org**. Refunds (where accepted) are returned to the **original payment method**. Processing is normally within **30 days**.
- **No refund** is available once any part of the course is **partially or fully completed** or where **course materials have been accessed or downloaded**.

References: T&Cs 4.7 (cooling-off & method/timing), 4.8 (no refund after partial/complete use), 4.9 (no refund if materials accessed).

3. Non-Refundable / Non-Transferable Fees

- **Exam registration and booking fees:**
 - Charged at the Awarding Body rate plus **2% exam administration fee** (plus VAT where applicable). The **2% fee is non-refundable**.
 - **Not transferable** to other exam sittings or to other candidates.
 - **Additional/Administration fees** (e.g., remarking, missed interviews, renewals, access extensions) are non-refundable once the service has been provided or the booking missed.
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4. Examination Cancellations (Medical Grounds)

- If illness prevents you from sitting an exam, you may request a refund **within one calendar month of the exam date**, supported by a **doctor's note/medical certificate**.
 - Approved refunds are paid **less a 30% administration deduction**. The **2% exam booking fee** (plus VAT, where applicable) is **non-refundable**.
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5. Classroom Course Deposits & Deadlines

- Classroom courses must be taken within **12 months** of paying the deposit. If not taken within this period, the **booking is cancelled and the deposit is not refunded**.
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6. Enrolment Access & Expiry

- Standard e-learning access is **12 months** from purchase. This does not in itself create a refund entitlement.
- **Exam and booking fees expire after 12 months** if unused; learners must also have **active enrolment and no outstanding balance** to book. These conditions do **not** create a refund right.



7. Payment Plans & Klarna

- **Klarna** agreements are contracts **between you and Klarna**; acceptance/credit checks are controlled by Klarna. Refunds for purchases made via Klarna are processed back to **Klarna/the original method** in line with clause 4.7 when the refund is eligible.
- SEI Tech International may **decline a Payment Plan** application. **All balances must be cleared** before exam registration or certificate issue; suspension for arrears does not entitle a refund. **Suspended accounts** accrue a **£20 monthly admin fee** until brought up to date.

8. Deferrals (Instead of Refunds)

- Deferrals are at SEI Tech International's **discretion** and must be **confirmed in writing**. Course structures/fees may change for deferred entries. Deferral is not a refund.

9. How to Request a Refund

Email customer@seitechinternational.org with:

- Full name and contact details
 - Course name and order/enrolment reference
 - Purchase date and payment method
 - Reason for the request (and medical evidence if exam-related)
- SEI Tech International will assess eligibility under this Policy and the Terms & Conditions and confirm the outcome. Approved refunds are returned to the **original payment method**, less any non-refundable or already-incurred fees (e.g., Awarding Body registrations, exam booking/admin fees).

10. What This Policy Doesn't Cover

- **Accessed/downloaded** digital course materials (no refund).
- **Partially/fully completed** courses (no refund).
- **Non-attendance** or missed appointments (e.g., closing interviews) where fees/penalties apply.
- **Expired** exam/booking fees (12 months).
- Fees/charges where SEI Tech has already **incurred third-party costs** (e.g., registrations).

11. Statutory Rights

Nothing in this Policy affects your **statutory rights**. SEI Tech International applies this Policy consistently with UK consumer law and the Terms & Conditions.