

## PCMi Limited refund policy

**PDF guides** – Once the file has been opened, no refund is available. Prior to opening, a refund may be sought within seven (7) days of purchase once the downloaded document is returned.

**Online courses** – A refund is available within seven (7) days of purchase provided that there has been no interaction with the course. Once interaction with the course content or any of the associated course facilities begins, no refund can be given.

**Instructor led courses (Open courses)** – Refunds are available prior to the course commencement subject to the following rules:

Cancellations and transfers may be made without charge up to 4 weeks before the course commencement. The following cancellation charges will apply in all other cases:

Cancellation within 4 weeks of course commencement: 75% of course fee

Cancellation within 2 weeks of course commencement: 100% of course fee