

# smart·BA

## distance learning programme

### Terms & Conditions

#### Confidentiality and non disclosure

Please note: smart-BA is a trading name of Fairfield Solutions Ltd.

The organisation smart-BA, and all employees, directors and any other organisations or individuals who are accountable to Fairfield Solutions Ltd undertake that all customer information and data, however discovered, and including anything connected with the project work being the subject of the programme, will not be disclosed to any third party without the express written consent of the customer unless required to do so by relevant law.

#### Cancellation - Money Back Guarantee

You may cancel at any time and receive refunds for any modules for which you have had not completed. Modules are completed in numerical order. If you have received reviews of deliverables from smart-BA for a module then the previous modules will be deemed to have been completed except for the last module in the series. This module is deemed completed when the certificate of course completion is issued. You will receive £20 per applicable module.

#### Payment

Payment is strictly in advance of assessment. No assessments will be returned until payment has been received in to our bank accounts.

#### Liability

This is an education service based on your project work. While we will endeavour to assist you in achieving the highest standards in your analysis deliverables, we cannot be held responsible for any loss or damage direct or indirect that is attributable to your work however it is caused.

#### Service Levels

We will endeavour to assess your module deliverables as quickly as possible but will only guarantee that work will be returned within 4 weeks of receipt of deliverables AND payment. In most cases your work will be assessed within 1 week but we do not guarantee that. If we fail to assess your work within the guaranteed period, we will refund the module fee and complete the assessment as quickly as possible.