

# Astranti Terms & Conditions

(v1.21)

## Astranti

### Terms and Conditions

These terms and conditions comprise the agreement according to which Strategic Business Coaching Ltd, trading under the name (and henceforth referred to as) 'Astranti', provides study material and online courses to the customer. In purchasing materials or courses provided by Astranti, the customer has indicated that they have accepted these terms and conditions.

From here on, 'you' means any customer of Astranti. 'We', 'our' and 'us' refer to Astranti or its representatives. 'Study Materials' refers to the materials provided by Astranti, which may be downloaded from the Website or accessed and viewed on the Website. 'Website' means [www.astranti.com](http://www.astranti.com). 'Member' refers to a registered user of our online membership system for customers to access their free and paid-for materials.

## 1 Payment terms

1.1 The fees for study material and courses are displayed on the various sections of this website next to the corresponding products and are quoted in pounds sterling, inclusive of VAT.

1.2 Astranti reserves the right to change the fees for its products and courses from time to time, without prior notification.

1.3 Astranti accepts no responsibility for technical or security problems with third-party payment service providers.

1.4 If you are paying by bank transfer, Astranti will issue you with your paid-for material only after the transaction has cleared.

1.5 Where an employer has agreed to pay for the study materials on behalf of the customer, full payment is due within 30 days of the date of invoice, or within the due date specified on the invoice.

1.6 Astranti reserves the right to refuse admission to a course if full payment is not received prior to the start date of the course.

1.7 Astranti will not store any of your credit/debit card information.

1.8 You must notify Astranti if another person makes a purchase on your behalf.

1.9 For instalment payments, the first instalment will be taken from your account on the day of purchase. The subsequent instalment payments will be taken automatically using the same payment method for the duration of months specified on the product details. For example, if the course was first purchased on the 1<sup>st</sup> July, then the second would be taken automatically on or around the 1<sup>st</sup> August and so on until the instalment term is complete. Instalment payments will automatically stop once the payment term has completed. Astranti accepts no liability if the date that subsequent instalment payments are taken varies between months.

1.10 Access to purchased objective test materials will expire 6 months after the payment date or on the date when the syllabus ends, whichever comes first.

1.11 Access to purchased case study materials (non pre-seen specific only) will expire 12 months after the payment date or on the date when the syllabus ends, whichever comes first, unless stated otherwise in the product-specific terms in section 2.3.

1.12 Access to purchased case study materials (pre-seen-specific only) will expire at the end of the exam sitting(s) for which the product is relevant, unless stated otherwise in the product-specific terms in section 2.3.

1.13 For Astranti's CIMA Subscription payments, the first payment will be taken from your account on the day of purchase. The subsequent subscription payments will be taken automatically using the same payment method for the next 24 months or until the subscription is cancelled. For example, if the course was first purchased on the 1<sup>st</sup> July, then the second would be taken automatically on or around the 1<sup>st</sup> August and so on. Astranti accepts no liability if the date that subsequent subscription payments are taken varies between months. You may request a refund and cancellation of your subscription, so long as this is done within the first 14 days after the subscription start date. CIMA subscriptions may not be cancelled during the first 12 months once the initial cancellation window has elapsed. Only once 12 monthly payments have been made may you cancel your subscription.

1.14 For CPD subscription payments, the first payment will be taken from your account on the day of purchase. The subsequent CPD subscription payments will be taken automatically using the same payment method for the next 12 months. For example, if the course was first purchased on the 1<sup>st</sup> July, then the second would be taken automatically on or around the 1<sup>st</sup> August and so on. Astranti accepts no liability if the date that subsequent subscription payments are taken varies between months. You may request a refund and cancellation of your subscription, so long as this is done within the first 14 days after the subscription start date. CPD subscriptions may not be cancelled during the first 12 months once the initial cancellation window has elapsed. Only once 12 monthly payments have been made may you cancel your subscription.

1.15 Any unauthorised cancellation or interruption in subscription or instalment payments will be investigated by Astranti. In instances where the subscription or instalment plan is cancelled by the customer, or the customer otherwise fails to honour the financial commitments made, the customer will become immediately liable for the remaining payments. For example, if a customer pays the first two months of a six month instalment agreement but defaults on the third month, the customer is then immediately liable to pay the remaining four months; or if a customer pays the first two months of a 12-month subscription but

cancels in the third month, they are immediately liable to pay the remaining 10 months. In these cases, our debt collection procedures will commence and debts may be referred to a debt collection agency or legal proceedings may be commenced. Students who failed to honour their financial commitments to Astranti may also be reported to their professional body (e.g. CIMA or ACCA) for the unethical breach of financial agreements and be subject to that body's sanctions.

1.16 Access to purchased CPD and CMI courses will expire 12 months after the payment date.

1.17 For courses which require deposits, no access will be provided until the deposit is paid. After this, a payment plan must be selected at the start of the course. Failing to provide deposit payments and failure to start a payment plan may result in loss of access.

1.18 For courses which require fees to be paid for non-Astranti Services (such as registrations with qualifying bodies), once these external services have been registered or paid for, then your ability to leave the course, cancel further payments or receive a refund will not be possible. We will inform you of any money back periods that may exist on a course-by-course basis.

1.19 If you join Astranti through an instalment or subscription payment plan, you will be required to sign an online contract affirming your consent to fulfilling the financial obligations incurred by the purchase or subscription agreement. Failure to sign the contract in a timely manner could result in the suspension or potentially the termination of your access to Astranti's materials or courses.

## 2 Study Materials

### 2.1 General

2.1.1 All study materials, including but not limited to study texts, mock exams, chapter questions, and pre-seen analysis, are supplied to the customer by Astranti.

2.1.2 Study materials are non-transferable between customers.

2.1.3 Individuals may reproduce study material only if it is for their own private study use. Reproduction by any means for any other purpose is prohibited.

2.1.4 Astranti must be notified of any queries, complaints or delivery failures within 14 days. Notifications received after this time period may not be considered or reviewed.

2.1.5 Purchases of Astranti's study materials are non-refundable, with the exception of a delivery failure, unless specified otherwise on the website.

2.1.6 All free material provided by Astranti is for use by individuals only and must not be sold or shared without express permission from Astranti. Free material has no cash value.

2.1.7 Astranti reserve the right to change or withdraw the free material it provides without prior notice.

## 2.2 CIMA Objective Test Study Materials

### 2.2.1 CIMA Objective Test Study Texts

- i. Customers will be given access to the Study Text immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Study Text, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Study Text are non-refundable.
- iii. The Study Text is available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Study Text. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Study Text they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Study Text that has yet to be released, Astranti will inform you of the date it will be available. The Study Text will be available in your account from that date.
- vii. Astranti will ensure that the Study Text is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

### 2.2.2 CIMA Objective Test Question Debrief Video Series

- i. Customers will be given access to the Question Debrief Video Series immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Question Debrief Video Series, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Question Debrief Video Series are non-refundable.
- iii. The Question Debrief Video Series is available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Question Debrief Video Series. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Question Debrief Video Series they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Question Debrief Video Series that has yet to be released, Astranti will inform you of the date it will be available. The Question Debrief Video Series will be available in your account from that date.

vii. Astranti will ensure that the Question Debrief Video Series is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Astranti reserves the right to restrict the printing or download of any Question Debrief Video Series.

### **2.2.3 CIMA Objective Test Exam Practice Kits**

i. Customers will be given access to the Exam Practice Kit immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Exam Practice Kit, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of the Exam Practice Kit are non-refundable.

iii. The Exam Practice Kit is available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.

iv. Astranti accepts no responsibility for technical problems related to viewing the Exam Practice Kit. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.

v. It is the responsibility of the customer to ensure the selected Exam Practice Kit they are purchasing is appropriate for their needs.

vi. If you have paid in advance for a Exam Practice Kit that has yet to be released, Astranti will inform you of the date it will be available. The Exam Practice Kit will be available in your account from that date.

vii. Astranti will ensure that the Exam Practice Kit is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Astranti reserves the right to restrict the printing or download of any Exam Practice Kit.

### **2.2.4 CIMA Objective Test Mock Exams**

i. Customers will be given access to the Mock Exam immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Mock Exam, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of the Mock Exam are non-refundable.

iii. The Mock Exam is available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.

- iv. Astranti accepts no responsibility for technical problems related to viewing the Mock Exam. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Mock Exam they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Mock Exam that has yet to be released, Astranti will inform you of the date it will be available. The Mock Exam will be available in your account from that date.
- vii. Astranti will ensure that the Mock Exam is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the printing or download of any Mock Exam.

#### **2.2.5 CIMA Objective Test Revision Notes**

- i. Customers will be given access to the Revision Notes immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Revision Notes, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Revision Notes are non-refundable.
- iii. The Revision Notes is available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Revision Notes. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Revision Notes they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Revision Notes that has yet to be released, Astranti will inform you of the date it will be available. The Revision Notes will be available in your account from that date.
- vii. Astranti will ensure that the Revision Notes is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the printing or download of any Revision Notes.

### 2.2.6 CIMA Objective Test Courses

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Courses are appropriate for their needs.
- ii. If the customer wishes to cancel their Objective Test Course, they may do so provided notice is given within 14 days from the date of purchase. The customer will be provided with a full refund.
- iii. The Objective Test Course materials will be available for 6 months from the payment date, or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems accessing the course portal.
- v. Astranti reserves the right to restrict access to online content at any time.
- vi. Astranti does not accept responsibility for registering customers with professional bodies or entries for the relevant exams.
- vii. Access to the Objective Test Course materials can be extended for a further 12 months as part of our objective test course pass guarantee. Customers should contact their course mentor or the team at [enquiries@astranti.com](mailto:enquiries@astranti.com) to arrange for an extension. Extensions can be made for a maximum of 12 months at a time and are subject to customers meeting the pass guarantee requirements. Customers are able to make another extension request at the end of each 12-month period if required, but the pass guarantee requirements only need to be met once.

## 2.3 CIMA Case Study Study Materials

### 2.3.1 CIMA Case Study Study Texts

- i. Customers will be given access to the Study Text immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Study Text, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Study Text are non-refundable.
- iii. The Study Text is available for 12 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Study Text. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Study Text they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Study Text that has yet to be released, Astranti will inform you of the date it will be available. The Study Text will be available in your account from that date.
- vii. Astranti will ensure that the Study Text is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the

technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Astranti reserves the right to restrict the printing or download of any Study Text.

### **2.3.2 CIMA Case Study Exam Technique Video Series + Theory Revision Video Series**

i. Customers will be given access to the Video Series immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Video Series, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of the Video Series are non-refundable.

iii. The Video Series is available for 12 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.

iv. Astranti accepts no responsibility for technical problems related to viewing the Video Series. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.

v. It is the responsibility of the customer to ensure the selected Video Series they are purchasing is appropriate for their needs.

vi. If you have paid in advance for a Video Series that has yet to be released, Astranti will inform you of the date it will be available. The Video Series will be available in your account from that date.

vii. Astranti will ensure that the Video Series is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Astranti reserves the right to restrict the printing or download of any Video Series.

### **2.3.3 CIMA Case Study Ethics Pack**

i. Customers will be given access to the Ethics Pack immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Ethics Pack, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of the Ethics Pack are non-refundable.

iii. The Ethics Pack is available for 12 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.

iv. Astranti accepts no responsibility for technical problems related to viewing the Ethics Pack. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.



- v. It is the responsibility of the customer to ensure the selected Ethics Pack they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Ethics Pack that has yet to be released, Astranti will inform you of the date it will be available. The Ethics Pack will be available in your account from that date.
- vii. Astranti will ensure that the Ethics Pack is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the printing or download of any Ethics Pack.

#### **2.3.4 CIMA Case Study Mock Exams (and Mock Exams with Debrief Videos)**

- i. Customers will be given access to the Mock Exams immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing the Mock Exams, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and Astranti will aim to resolve the issue within 2 working days.
- ii. Purchases of Mock Exams are non-refundable.
- iii. Mock Exams will be available in your account for up to 6 months or until the end of the current exam period, whichever comes first. The CIMA pre-seen material covers two exam sittings: May and August or February and November. You will get access to the Mock Exams to the end of the exam period for which the Mock Exams are relevant.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Mock Exams. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Mock Exam they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Mock Exam that has yet to be released, Astranti will inform you of the date it will be available. The Mock Exam will be available in your account from that date. The Mock Exams will be released over time from the date of the release of the pre-seen document and prior to the date of the exam sitting.
- vii. Astranti will ensure that the Mock Exam is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict printing or download of any Mock Exams.

### **2.3.5 CIMA Case Study Mock Marking and Feedback**

- i. Completed mock exam scripts must be submitted to your allocated marker at least 5 days before the next exam sitting to ensure they are returned with Marking and Feedback. We can not guarantee marking of any script submitted after that date.
- ii. Marking and Feedback can only be given on mock exams purchased that include Marking and Feedback in the description.
- iii. Marking and Feedback is non-transferable across exam sittings.
- iv. Astranti accepts no responsibility in the failure to receive completed mock exam scripts.
- v. Marking and feedback is non-refundable in the event that the service is paid-for but not used.
- vi. Astranti aims to return mock exam scripts submitted on the agreed submission deadline for Marking and Feedback within 3 working days from the date of submission as part of the Premium Case Study course and within 5 working days for Marking and Feedback purchased separately.

### **2.3.6 CIMA Case Study Pre-seen Materials – (including, but not necessarily limited to: Pre-seen Analysis, Strategic Analysis, Top 10 Issues, Industry Analysis and Pre-seen Knowledge Questions)**

- i. Customers will be given access to the Pre-seen Materials immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing the pre-seen materials please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and Astranti will aim to resolve the issue within 2 working days.
- ii. Purchases of Pre-seen Materials are non-refundable.
- iii. The Pre-seen Materials will be available in your account for up to 6 months or until the end of the current exam period, whichever comes first. The CIMA pre-seen material covers two exam sittings: May and August or February and November. You will get access to the Pre-seen Materials to the end of the exam period for which the Mock Exams are relevant.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Pre-seen Materials. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Pre-seen Material they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for Pre-seen Materials that are yet to be released, Astranti will inform you of the date it will be available. The pre-seen materials will be available in your account from that date.
- vii. Astranti will ensure that the Pre-seen Materials are made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict printing or download of any Pre-seen Materials.

### 2.3.7 CIMA Case Study Live/Recorded Masterclasses

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Masterclass is appropriate for their needs.
- ii. If the customer wishes to cancel their attendance at a Masterclass, they may do so provided notice is given more than 5 days from the date of start of the Masterclass, in which case the full fee will be refunded.
- iii. The case study course online Masterclass recordings will be available until the end of the exam sitting for which you purchased, or until the next equivalent live masterclass for that exam period. The CIMA pre-seen material covers two exam sittings: May and August or February and November. For example therefore, the recording for masterclass 1 for May will be available until the live session of masterclass 1 takes place for August, as these sittings share a pre-seen. The August masterclass 1 recording will replace the May masterclass 1 recording for the remainder of the exam period.
- iv. Astranti accepts no responsibility for technical problems related to viewing the masterclass recordings. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. Astranti reserves the right to restrict access to online content at any time.

### 2.3.8 CIMA Case Study Questions Packs

- i. Customers will be given access to the Questions Pack immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Questions Pack, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Questions Pack are non-refundable.
- iii. The Questions Pack is available for 12 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Questions Pack. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Questions Pack they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Questions Pack that has yet to be released, Astranti will inform you of the date it will be available. The Questions Pack will be available in your account from that date.
- vii. Astranti will ensure that the Questions Pack is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the printing or download of any Questions Pack.

### **2.3.9 CIMA Case Study Courses**

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Courses are appropriate for their needs.
- ii. If the customer wishes to cancel their Premium Case Study Course, they may do so provided notice is given within 14 days from the date of purchase, and the customer will be provided with a full refund. Purchases of other Case Study courses, such as the Pre-seen Pack and the Essentials Course, are non-refundable.
- iii. All case study course online resources will be available for up to 6 months or until the end of the current exam period, whichever comes first. The CIMA pre-seen material covers two exam sittings: May and August or February and November. You will get access to the course materials to the end of the exam period for which the course materials are relevant. This is regardless of stand-alone product expiry periods.
- iv. Astranti accepts no responsibility for technical problems accessing the course portal.
- v. Astranti reserves the right to restrict access to online content at any time.
- vi. Course deferrals:
  - (a) Customers on a full Course for the next exam sitting may defer until a future sitting within the next 12 months provided they give at least 28 days notice prior to the date of the exam and they have not used any of the services on the current Course. An additional £50.00 administration fee may be charged to the customer on restarting a course at a later date.
  - (b) Courses can be deferred up to a maximum of 1 year after the deferral date.
  - (c) Astranti does not accept responsibility for registering customers with professional bodies or entries for the relevant exams.

### **2.4 Astranti Financial Leadership Program (FLP) Course**

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Courses are appropriate for their needs.
- ii. Purchases of the Astranti FLP course are non-refundable. The instalment payment plan represents a binding commitment by the customer to fulfil the terms of the plan until the total amount for the course has been paid to Astranti. Refer to section 1.15.
- iii. Purchases of the Astranti FLP entitle the customer to access to the Astranti FLP library, registration onto CIMA's CGMA FLP platform for the learning phase, and access to the Premium Case Study courses for which the customer qualifies.
- iv. Purchases of the Astranti's FLP course do not include the fee for any case study exams, which are still payable to CIMA.
- v. Access terms:

- (a) The FLP library materials hosted by Astranti will be available immediately upon purchase. Access to Astranti's FLP library materials hosted on Astranti's website will last for 12 months or until the customer's access to CIMA's materials runs out, whichever comes later.
  - (b) Access to CIMA's FLP platform will be granted once the registration has been sent by CIMA and accepted by the customer. Access to CIMA's system will be available for 12 months from the point of registration with CIMA.
  - (c) Access to case study courses will be arranged for the individual exam sittings for which the customer is studying, within the 12 month FLP course. If access to the FLP course expires while a case study course is in progress, access to that case study course will also expire.
  - (d) It is the responsibility of the student to notify Astranti that they intend to join a specific Case Study sitting's course.
- vi. Astranti accepts no responsibility for technical problems related to viewing the Astranti materials on the website. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- vii. Astranti accepts no responsibility for technical problems related to viewing materials on external websites, such as CIMA's FLP platform.
- viii. Astranti will ensure that all of its FLP materials are made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- ix. Astranti reserves the right to restrict printing or download of any of its FLP Library materials.
- x. Astranti may contact the customer prior to the end of the 12-month period to discuss renewing access for the next 12 months. Astranti accepts no responsibility if this contact is not made or if a renewal is not taken.

## 2.4 ACCA Materials

### 2.4.1 ACCA Study Texts

- i. Customers will be given access to the Study Text immediately after payment via our online system, or for free if applicable, where it will be made available in your account. In the event of a problem in accessing the Study Text, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Study Text are non-refundable.
- iii. The Study Text is available for 12 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Study Text. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.

- v. It is the responsibility of the customer to ensure the selected Study Text they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Study Text that has yet to be released, Astranti will inform you of the date it will be available. The Study Text will be available in your account from that date.
- vii. Astranti will ensure that the Study Text is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the printing or download of any Study Text.
- ix. Astranti reserve the right to change or withdraw the free material it provides without prior notice.

#### **2.4.2 ACCA Mock Exams (and Mock Exams with Debrief Videos)**

- i. Customers will be given access to the Mock Exams immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing the Mock Exams, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and Astranti will aim to resolve the issue within 2 working days.
- ii. Purchases of Mock Exams are non-refundable.
- iii. Mock Exams will be available in your account for up to 6 months or until the end of the current exam period, whichever comes first. You will get access to the Mock Exams to the end of the exam period for which the Mock Exams are relevant.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Mock Exams. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Mock Exam they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Mock Exam that has yet to be released, Astranti will inform you of the date it will be available. The Mock Exam will be available in your account from that date.
- vii. Mock Exams based on a pre-seen element, such as for the Strategic Business Leader exam, will be released over time from the date of the release of the pre-seen document and prior to the date of the exam sitting.
- viii. Astranti will ensure that the Mock Exam is made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- ix. Astranti reserves the right to restrict printing or download of any Mock Exams.

### **2.4.3 ACCA Practice/Mock Exam Marking and Feedback**

- i. Completed Practice Exam and Mock Exam scripts must be submitted to your allocated marker at least 5 days before the next exam sitting to ensure they are returned with Marking and Feedback. We can not guarantee marking of any script submitted after that date.
- ii. Marking and Feedback can only be given on Practice and Mock Exams purchased that include Marking and Feedback in the description.
- iii. Marking and Feedback is non-transferable across exam sittings.
- iv. Astranti accepts no responsibility in the failure to receive completed Practice and Mock Exam scripts.
- v. Marking and feedback is non-refundable in the event that the service is paid-for but not used.
- vi. Astranti aims to return Practice and Mock Exam scripts submitted on the agreed submission deadline for Marking and Feedback within 3 working days from the date of submission as part of the Premium course and within 5 working days for Marking and Feedback purchased separately.

### **2.4.4 ACCA Strategic Business Leader Pre-seen Pack Materials – (including, but not necessarily limited to: Pre-seen Analysis, Strategic Analysis, Top 10 Issues and Industry Analysis)**

- i. Customers will be given access to the Pre-seen Materials immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing the pre-seen materials please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and Astranti will aim to resolve the issue within 2 working days.
- ii. Purchases of Pre-seen Materials are non-refundable.
- iii. The Pre-seen Materials will be available in your account for up to 6 months or until the end of the current exam period, whichever comes first. The ACCA SBL pre-seen material covers one exam sitting. You will get access to the Pre-seen Materials to the end of the exam period for which the materials are relevant.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Pre-seen Materials. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Pre-seen Material they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for Pre-seen Materials that are yet to be released, Astranti will inform you of the date it will be available. The pre-seen materials will be available in your account from that date.
- vii. Astranti will ensure that the Pre-seen Materials are made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict printing or download of any Pre-seen Materials.
- ix. Astranti reserve the right to change or withdraw the free material it provides without prior notice.

#### **2.4.5 ACCA Live/Recorded Masterclasses**

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Masterclass is appropriate for their needs.
- ii. If the customer wishes to cancel their attendance at a Masterclass, they may do so provided notice is given more than 5 days from the date of start of the Masterclass, in which case the full fee will be refunded.
- iii. The case study course online Masterclass recordings will be available until the end of the exam sitting for which you purchased.
- iv. Astranti accepts no responsibility for technical problems related to viewing the masterclass recordings. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. Astranti reserves the right to restrict access to online content at any time.

#### **2.4.6 ACCA Tuition Videos**

- i. Customers will be given access to the Tuition Videos immediately after payment via our online system, where it will be made available in your account. In the event of a problem in accessing the Tuition Videos, please contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of the Tuition Videos are non-refundable.
- iii. The Tuition Videos are available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Astranti accepts no responsibility for technical problems related to viewing the Tuition Videos. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Tuition Videos they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for a Tuition Videos that has yet to be released, Astranti will inform you of the date it will be available. The Tuition Videos will be available in your account from that date.
- vii. Astranti will ensure that the Tuition Videos are made available to view on a wide variety of devices with typical technical settings for those devices. It is the responsibility of the customer to ensure their device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Astranti reserves the right to restrict the download of any Tuition Videos.



### 2.4.7 CIMA Case Study Courses

- i. It is the responsibility of the customer or person making the booking to ensure that the selected Courses are appropriate for their needs.
- ii. If the customer wishes to cancel their Premium Course, they may do so provided notice is given within 14 days from the date of purchase, and the customer will be provided with a full refund. Purchases of other courses, such as the Pre-seen Pack and the Standard Course, are non-refundable.
- iii. All course online resources will be available for up to 6 months or until the end of the current exam period, whichever comes first. You will get access to the course materials to the end of the exam period for which the course was purchased. This is regardless of stand-alone product expiry periods.
- iv. Astranti accepts no responsibility for technical problems accessing the course portal.
- v. Astranti reserves the right to restrict access to online content at any time.
- vi. Course deferrals:
  - (a) Customers on a full Course for the current exam sitting may defer until a future sitting within the next 12 months provided they give at least 28 days notice prior to the date of the exam and they have not used any of the services on the current Course. An additional £50.00 administration fee may be charged to the customer on restarting a course at a later date.
  - (b) Courses can be deferred up to a maximum of 1 year after the deferral date.
- vii. Astranti does not accept responsibility for registering customers with professional bodies or entries for the relevant exams.

### 2.5 CPD Courses

- i. Customers will be given access to their CPD courses immediately after payment via our online system, where they will be made available in the customer's account. In the event of a problem in accessing the course or any materials included, customer's should contact [enquiries@astranti.com](mailto:enquiries@astranti.com) immediately, and Astranti will aim to resolve the issue within two working days.
- ii. Purchases of CPD courses are non-refundable.
- iii. The CPD courses (and all included materials) are available for 12 months from payment.
- iv. Astranti accepts no responsibility for technical problems related to viewing the courses or any included materials. Please refer to our [Help](#) page or contact [enquiries@astranti.com](mailto:enquiries@astranti.com) with any problems you may have.
- v. Astranti reserves the right to restrict access to online content at any time.
- vi. It is the customer's responsibility to ensure the selected CPD course they are purchasing is appropriate for their needs.
- vii. Astranti will ensure that all CPD courses and the included materials are available to view a wide variety of devices with typical technical settings for those devices. It is the customer's responsibility to ensure their

device meets the technical requirements for accessing any online materials. Astranti accepts no responsibility in the event that online materials cannot be opened or viewed by a customer due to technical issues with the customer's device.

viii. Astranti reserves the right to restrict printing or download of any of its materials, including but not limited to its handbook, workbook and audio files.

ix. A certificate of completion will be emailed to the user's registered email address unless specified within 14 days of completion of the course, except for the Microsoft Excel Expert course. Completion of the CPD course is considered when:

- Where the course is workbook-assessed, the customer has completed and submitted the included course workbook to the specified email address (cpd.astranti@outlook.com) within the term of the course access, having answered all questions thoroughly (to be assessed by an Astranti moderator).
- Or, where the course is assessed through test questions, the customer has completed the included test questions and achieved the 70% pass rate. Customers can take the test 3 times to earn their certificate of completion, after which their scores will no longer be counted.
- Or, where the course is both workbook and test question assessed, both of the above requirements have been fulfilled.

x. For the Excel Expert course:

- (a) Customers are responsible for ensuring they have access to the relevant Microsoft Excel software (as specified on the website) before purchasing the course.
- (b) The course does not include certification or entry into the MO-201 Excel Expert exam.
- (c) Astranti is not affiliated with any third parties that provide or proctor the MO-201 exam. Astranti accepts no responsibility for exam providers that the customer may engage before, during or after purchasing or studying Astranti's Excel Expert course.

## 2.6 CMI Courses

i. It is the responsibility of the customer or person making the booking to ensure that the selected Courses are appropriate for their needs, though the CMI team at Astranti will help to guide you to the correct course if needed.

ii. If the customer wishes to cancel their Course they may do so provided notice is given within 14 days from the date of purchase. The customer will be provided with a full refund.

iii. All CMI courses are available for 12 months as standard. If you require an extension to this, contact our customer service team who may be able to grant an extension on a case-by-case basis, at Astranti's discretion.

iv. Astranti accepts no responsibility for technical problems accessing the course portal.

- v. Astranti reserves the right to restrict access to online content at any time.
- vi. Your CMI registration will be completed after the 14-day money-back guarantee period has ended, provided you have decided to continue on the course.

### 3. Pass Guarantees

- i. The Astranti Premium Course pass guarantee ensures that CIMA case study Premium Course and ACCA Premium Course members who satisfy all the course criteria to the required specification, and then go on to fail the exam, can study the full course for the next exam sitting for no extra fee.
- ii. A detailed list of requirements course members must fulfil to ensure they get a pass guarantee for the course can be found on our website.
- iii. Astranti reserves the right to deny a Pass Guarantee under reasonable and fair conditions to course members who do not fulfil the requirements found under the Pass Guarantee terms and conditions.
- iv. No cash or equivalent refund will be given in the event that a customer is unable to attend an equivalent course for any reason.
- v. The Premium Course Pass Guarantee can be deferred up to a maximum of 4 exam sittings (12 months) after failing the exam. As soon as a customer on the Pass Guarantee signs up on a new course, they must then meet all pass guarantee terms on that course to continue to remain on the Pass Guarantee scheme.
- vi. Pass Guarantee forms must be submitted within one week after the exam. Forms submitted after this date may not be accepted.
- vii. The CIMA objective test course Pass Guarantee enables customers to have an extension on the standard 12 months of course access. This access extension will be for up to a further 12 months.
- viii. To request a CIMA objective test course pass guarantee, customers must have purchased the full CIMA objective test course, completed the pass guarantee form, and customers must contact either their course mentor or the team at [enquiries@astranti.com](mailto:enquiries@astranti.com) to arrange the extension. Extensions can only be granted once every 12 months for a single course.
- ix. CMI pass guarantees allow course customers to have their assignments marked again by CMI for no charge. Astranti will only submit the customer's assignments for marking once Astranti's tutor is happy that the customer has reached the required passable level.

### 4. Members Area

- i. All Astranti Material is available through our online membership system on [www.astranti.com](http://www.astranti.com). Astranti will not provide hard copies of its study materials.

- ii. Astranti Member Passwords, Usernames and associated email addresses are for individuals only. Astranti reserves the right to restrict access to users that share their usernames and passwords without permission.
- iii. Occasionally, Astranti may need to make changes to the membership system. During this time, users may not be able to access free and paid for materials. Astranti shall not be liable for any consequential or indirect loss that occurs due to any members access being restricted during these periods.

## 5. Purchases made from REED.co.uk

- i. Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it. In case you decide to cancel your purchase of a course, it can be done by contacting [enquiries@astranti.com](mailto:enquiries@astranti.com).

## 6. Intellectual Property

- i. All intellectual property rights in all materials and online resources supplied by Astranti are expressly reserved. Any unauthorised duplication, publication or distribution is prohibited.
- ii. The customer agrees to fully indemnify Astranti in respect of any infringement of intellectual property.

## 7. Liability

- i. The liability of Astranti for direct losses arising out of negligence (other than in respect of liability of death or personal injury), breach of contract or any other cause of action arising out of or in connection with this agreement, is limited to the value of monies received from the customer (or their employer) for the course or materials.
- ii. Astranti shall not be liable for any consequential or indirect loss, howsoever arising.

## 8. Data protection

- i. The customer agrees to allow Astranti to retain information and use it to:
  - (a) communicate with the customer to perform their obligations under this agreement;
  - (b) inform customers about their courses, products and services which may be of interest;
  - (c) provide feedback to customers to perform their progress and exam performance;

- (d) communicate with the customer's employer regarding their progress, results and attendance.
- ii. Customers have the right to receive details of personal information held about them.

## **9. Validity**

- i. If any provision of this agreement is held to be invalid or unenforceable, the remaining provisions shall not be affected and shall be carried out as closely as possible according to the original intent.

## **10. Governing law and jurisdiction**

- i. This Agreement shall be governed by, and construed in accordance with, the laws of England and Wales. Any disputes arising out of or in connection with this Agreement, including any question regarding its existence, validity, or termination, shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **11. Credit Card Policy**

- i. We do not store credit card details.