

Terms and Conditions

Astranti Financial Training

Terms and Conditions

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

From here on, 'you' means any customer of Strategic Business Coaching Ltd. "Study Materials" means the materials provided by Strategic Business Coaching Ltd, which may be downloaded from the Website or accessed and viewed on the Website. 'Website' means www.astranti.com. "Member" means a registered user of our online membership system for customers to access their free and paid for material.

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 Strategic Business Coaching Ltd reserves the right to change the fees for its products and courses from time to time, without prior notification.

1.3 Strategic Business Coaching Ltd accepts no responsibility for technical or security problems with third party payment service providers.

1.4 If you are paying by bank transfer, Strategic Business Coaching Ltd will issue you with your paid for material only after the transaction has cleared.

1.5 Where the employer has agreed to pay, full payment is due within 30 days of the date of invoice, or within the due date specified on the invoice.

1.6 Strategic Business Coaching Ltd 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 Strategic Business Coaching Ltd will not store any of your credit/debit card information.

1.8 You must notify Strategic Business Coaching Ltd if another person makes a purchase on your behalf.

1.9 For installment course payments, the first installment will be taken from your account on the day of purchase. The subsequent installment payments will be automatically taken 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 1st July, then the second would be automatically taken on the 1st August and so on until the installment term is complete. Installment payments will automatically stop once the payment term has completed.

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 CIMA subscription payments, the first payment will be taken from your account on the day of purchase. The subsequent subscription payments will be automatically taken using the same payment method for the next 35 months or until the subscription is canceled. For example, if the course was first purchased on the 1st July, then the second would be automatically taken on the 1st August and so on. CIMA subscriptions may not be canceled during the first 12 months. Only once 12 monthly payments have been made may you cancel your subscription. You may request a refund and cancellation of your subscription, so long as this is done within the first 30 days after the subscription start date.

1.14 For CPD subscription payments, the first payment will be taken from your account on the day of purchase. The subsequent subscription payments will be automatically taken using the same payment method for the next 17 months. For example, if the course was first purchased on the 1st July, then the second would be automatically taken on the 1st August and so on. You may request a refund and cancellation of your subscription, so long as this is done within the first 30 days after the subscription start date.

1.15 Any unauthorised subscription or installment cancellations will be investigated by Strategic Business Coaching Ltd, and the necessary procedures will be followed in order to ensure any outstanding payments are paid.

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

2 Study Materials

2.1 General

2.1.1 All study material including but not limited to, study texts, mock exams, chapter questions, and pre-seen analysis are supplied to the customer by Strategic Business Coaching Ltd.

2.1.2 Study materials are non transferable between customers.

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

2.1.4 Strategic Business Coaching Ltd must be notified of any queries, complaints, delivery failures within 14 days.

2.1.5 Purchases of Strategic Business Coaching Ltd'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. Free material has no cash value.

2.1.7 Strategic Business Coaching Ltd reserve the right to change the free material it provides without prior notice.

2.2 Objective Test Study Materials

2.2.1 Objective Test Study Texts

i. Customers will be given access to their Study Texts 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 Study Texts please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of Study Texts are non-refundable.

iii. The Study Texts are available for 6 months from payment or until the end of the syllabus for which it was purchased, whichever comes first.

iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Study Texts. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The Study Text will be available in your account from that date.

vii. Strategic Business Coaching Ltd will ensure that all Study Texts 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Study Texts.

2.2.2 Objective Test Tuition Videos + 100 Questions Video Series'

i. Customers will be given access to their products immediately after their course payment via our online system, where they will be made available in your account. In the event of a problem in accessing their Tuition Videos please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of Tuition Videos and 100 Questions Video Series' are non-refundable

iii. The Tuition Videos are available for 6 months from the payment date or until the end of the syllabus for which it was purchased, whichever comes first.

iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Tuition Videos. Please refer to our Help page or contact enquiries@astranti.com with any problems you may have.

- v. It is the responsibility of the customer to ensure the selected Tuition Videos and 100 Questions Video Series' they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for Tuition Videos and 100 Questions Video Series' that have yet to be released, Strategic Business Coaching Ltd will inform you of the date they will be available. The Tuition Videos and 100 Questions Video Series' will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Tuition Videos and 100 Questions Video Series' 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict the download of any of their Tuition Videos and 100 Questions Video Series'.

2.2.3 Objective Test Exam Practice Kits

- i. Customers will be given access to Exam Practice Kits 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 Exam Practice Kits please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Exam Practice Kit papers are non-refundable
- iii. The Exam Practice Kits are available for 6 months from the payment date or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Exam Practice Kits. Please refer to our Help page or contact enquiries@astranti.com with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected Exam Practice Kits they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for Exam Practice Kits that have yet to be released, Strategic Business Coaching Ltd will inform you of the date it will be available. The Exam Practice Kits will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Exam Practice Kits 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of their Exam Practice Kits.

2.2.4 Objective Test Mock Exams

- i. Customers will be given access to Mock Exam papers 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 Exam papers please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Mock Exam papers are non-refundable.
- iii. Mock Exams are available for 6 months from the payment date or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Mock Exam papers. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The Mock Exam will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Mock Exams 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Mock Exam materials.

2.2.1 Objective Test Revision Notes

- i. Customers will be given access to their Revision Notes 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 Revision Notes please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Revision Notes are non-refundable.
- iii. The Revision Notes are available for 6 months from the payment date or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Revision Notes. Please refer to our Help page or contact 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 are appropriate for their needs.

vi. If you have paid in advance for Revision Notes that have yet to be released, Strategic Business Coaching Ltd will inform you of the date it will be available. The Revision Notes will be available in your account from that date.

vii. Strategic Business Coaching Ltd will ensure that all Revision Notes 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Revision Notes.

2.2.6 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 7 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. Strategic Business Coaching Ltd accepts no responsibility for technical problems accessing the course portal.

v. Strategic Business Coaching Ltd reserves the right to restrict access to online content at any time.

vi. Strategic Business Coaching Ltd 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 the team at 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 completing 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 completed once.

2.3 Case Study Study Materials

2.3.1 Case Study Study Texts

i. Customers will be given access to their Study Texts 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 Study Texts please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of Study Texts are non-refundable

- iii. The Study Texts are available for one year from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Study Texts. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The Study Text will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Study Texts 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Study Texts.

2.3.2 Case Study Exam Technique Video Series + Theory Revision Video Series

- i. Customers will be given access to the product immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing their products please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Course Videos are non-refundable
- iii. The products are available for one year from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Tuition Videos. Please refer to our Help page or contact enquiries@astranti.com with any problems you may have.
- v. It is the responsibility of the customer to ensure the selected products they are purchasing is appropriate for their needs.
- vi. If you have paid in advance for products that have yet to be released, Strategic Business Coaching Ltd will inform you of the date they will be available. The products will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all products 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict the download of any of their videos.

2.3.3 Case Study Ethics Pack

- i. Customers will be given access to their Ethics Pack immediately after payment via our online system, where they will be made available in your account. In the event of a problem in accessing their Ethics Pack please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Ethics Packs are non-refundable
- iii. The Ethics Pack are available for one year from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Ethics Pack. Please refer to our Help page or contact 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 Ethics Packs that have yet to be released, Strategic Business Coaching Ltd will inform you of the date they will be available. The Ethics Pack will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Ethics Packs 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Ethics Packs.

2.3.4 Case Study Mock Exams (and Mock Exams with Debrief Videos)

- i. Customers will be given access to Mock Exam papers 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 immediately and we will aim to resolve the issue within 2 working days.
- ii. Purchases of Mock Exam papers 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, namely May + August, and February + November. You will get access to the mock exams to the end of the exam period that the mock exams are relevant for.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to downloading or viewing the Mock Exam papers. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The Mock Exam will be available in your account from that date.

vii. Strategic Business Coaching Ltd will ensure that all Mock Exams 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Mock Exam materials.

2.3.5 Case Study Mock Marking and Feedback

i. Completed exam scripts must be submitted 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. Strategic Business Coaching Ltd reserves the right to refuse marking on the grounds of illegible handwriting.

v. Strategic Business Coaching Ltd accepts no responsibility in the failure to receive completed exam scripts.

vi. Mock Exam script must be submitted at least 5 days before the start of the CIMA Case Study Exam period. Mock Exams submitted after this period will not be marked.

vii. Marking and feedback is non-refundable if the service is paid for but not used.

2.3.6 Case Study Pre-seen Materials - 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 immediately and we 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 now covers two exam sittings, namely May + August, and February + November. You will get access to the pre-seen materials to the end of the exam period that the pre-seen materials are relevant for.

iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to downloading or viewing the Pre-seen Materials. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The pre-seen materials will be available in your account from that date.

vii. Strategic Business Coaching Ltd 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.

viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Pre-seen Materials.

2.3.7 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 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 that you purchased for, or until the next live masterclass for that exam period. The CIMA pre-seen material covers two exam sittings, namely May + August, and February + 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. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the masterclass recordings. Please refer to our Help page or contact enquiries@astranti.com with any problems you may have.

v. Strategic Business Coaching Ltd reserves the right to restrict access to online content at any time.

2.3.8 Case Study Questions Packs

i. Customers will be given access to their Questions Packs 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 Study Texts please contact enquiries@astranti.com immediately and we will aim to resolve the issue within 2 working days.

ii. Purchases of Questions Packs are non-refundable

- iii. The Questions Packs are available for one year from payment or until the end of the syllabus for which it was purchased, whichever comes first.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems related to viewing the Questions Packs. Please refer to our Help page or contact 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, Strategic Business Coaching Ltd will inform you of the date it will be available. The Questions Pack will be available in your account from that date.
- vii. Strategic Business Coaching Ltd will ensure that all Questions Packs 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. Strategic Business Coaching Ltd accepts no responsibility in the event that online materials are unable to be opened or viewed by a customer due to technical issues.
- viii. Strategic Business Coaching Ltd reserves the right to restrict printing or download of any of their Questions Packs.

2.3.9 Case Study 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. 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 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 now covers two exam sittings, namely May + August, and February + November. You will get access to the course materials to the end of the exam period that the course materials are relevant for. This is regardless of stand alone product expiry periods.
- iv. Strategic Business Coaching Ltd accepts no responsibility for technical problems accessing the course portal.
- v. Strategic Business Coaching Ltd reserves the right to restrict access to online content at any time.
- vi. Course deferral
 - (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 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) Strategic Business Coaching Ltd does not accept responsibility for registering customers with professional bodies or entries for the relevant exams.

2.4 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 your account. In the event of a problem in accessing the course or any materials included, contact enquiries@astranti.com immediately, and we 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. Strategic Business Coaching Ltd 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 with any problems you may have.
- v. Strategic Business Coaching Ltd 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. Strategic Business Coaching Ltd 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. Strategic Business Coaching Ltd 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. Strategic Business Coaching Ltd 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. 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 must be fulfilled.

3. Pass Guarantees

3.1 The Strategic Business Coaching Ltd case study pass guarantee ensures case study course members who satisfy all the course criteria to the required specification, and then go on to fail the case study exam, can study the full case study course for the next exam for no extra fee.

3.2 A detailed list of requirements course members must fulfill to ensure they get a pass guarantee for the Strategic Business Coaching Ltd case study course can be found on our website.

3.3 Strategic Business Coaching Ltd reserves the right to deny a case study course pass guarantee under reasonable and fair conditions, to course members who do not fulfill the requirements found under the pass guarantee terms and conditions.

3.4 No cash or equivalent refund will be given in the event that a customer is unable to attend an equivalent course for any reason.

3.5 The case study course pass guarantee can be deferred up to a maximum of 4 exams (12 months) after failing the exam. As soon a student on 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.

3.6 Pass guarantee forms must be submitted within one week after the exam.

3.7 The 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.

3.8 To request an objective test course pass guarantee, customers must have purchased the full objective test course and contact the team at enquiries@astranti.com to arrange the extension. Extensions can only be granted once every 12 months for a single course.

4. Members Area

4.1 All Strategic Business Coaching Ltd Material is available through our online membership system on www.astranti.com. Strategic Business Coaching Ltd will not provide hard copies of its study materials.

4.2 Strategic Business Coaching Ltd Member Passwords, Usernames and associated email addresses are for individuals only. Strategic Business Coaching Ltd reserves the right to restrict access to users that share their usernames and passwords without permission.

4.3 Occasionally Strategic Business Coaching Ltd may need to make changes to the membership system. During this time users may not be able to access free and paid for materials. Strategic Business Coaching Ltd 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

5.1 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.

6. Intellectual Property

6.1 All intellectual property rights in all materials and online resources supplied by Strategic Business Coaching Ltd are expressly reserved. Any unauthorised duplication, publication or distribution is prohibited.

6.2 The customer agrees to fully indemnify Strategic Business Coaching Ltd in respect of any infringement of intellectual property.

7. Liability

7.1 The liability of Strategic Business Coaching Ltd for direct losses arising out of their 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.

7.2 Strategic Business Coaching Ltd shall not be liable for any consequential or indirect loss, howsoever arising.

8. Data protection

8.1 The customer agrees to allow Astranti to retain information and use it to:

- communicate with the customer to perform their obligations under this agreement;
- inform customers about their courses, products and services which may be of interest;
- provide feedback to customers to perform their progress and exam performance;
- communicate with the customer's employer regarding their progress, results and attendance.

8.2 Customers have the right to receive details of personal information held about them.

9. Validity

9.1 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. Jurisdiction

10.1 This agreement shall be governed and construed in accordance with the law of England and the parties submit to the exclusive jurisdiction of the English courts for the determination of disputes arising under this agreement.

11. Credit Card Policy

11.1 We do not store credit card details.