

INSTITUTE OF CHARTERED SHIPBROKERS

REFUND POLICY

- Refunds will only be paid on request and are at the discretion of the Institute. Whilst we attempt to administer all requests as soon as possible, during busy periods of the year, your request may take 2-3 weeks to be processed.
- All authorised refunds are returned to source, where source can be established. For fees that are paid by credit/debit card (either online or offline) refunds will be credited back to the card charged with the original payment.
- The Institute will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
- In exceptional cases where a refund has to be made to a parent or a 3rd party, authorisation should be obtained from the original payer prior to the refund being processed.
- If the Institute deems it necessary to cancel an event due to low enrolment, a full refund will be made (no administration charge will apply). The Institute will not be responsible for student's airfare and/or hotel expenses or cancellation fees unless event is cancelled within fourteen (14) days prior to the beginning of the course.
- Exam fees will only be refunded if the request is made within thirty days (30) after date of purchase. No refunds will be given after the entry deadline for that exam session even if it is within the thirty day purchase date.
- Registration fee is non-refundable
- Tutorship will only be refunded if requested within fourteen (14) days after course pack is received, after this the student is responsible for payment.
- Cancellations received up to fourteen (14) business days before PREP are fully refundable. After that, cancellations are subject to the entire PREP fee. Please note that if you do not cancel or do not attend PREP, you are still responsible for payment.
- Books may be returned for refund or exchanged within fourteen (14) days after books are delivered. A condition of refund or exchange for returned books is that the customer state in writing to the Institute the reason for return. No refunds will be given thereafter.
- Book refunds are accepted only if the products are undamaged and in perfect condition.
- Customers are responsible for checking the condition of their books and other products when received. The Institute is not responsible for the condition of the item once it has been dispatched. If there is any question about the condition of the book, please contact the Institute within fourteen (14) days of purchase.
- No refunds or exchanges will be agreed if the book is fully or partially read, used, marked, bent, torn or if the spine is cracked, or if other products are worn in any way.
- A 15% administration fee will be charged on all Institute refunds.