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**BLUEPRINT**

Education and Training Services Limited

Email: [enquiries@blueprintmanagement.college](mailto:enquiries@blueprintmanagement.college)

## General Terms and conditions

1. All prices are in Pounds Sterling. We reserve the right to change any advertised price before you place an order.
2. All products and services are subject to availability and may be withdrawn at any time. If your order cannot be fulfilled you will be notified and given a full refund.
3. You become a Client when we agree that you are a Client. So you become a Client only when:

a. you have sent a completed instruction to us through our web site, post or email (or other means, as agreed) and arranged payment for the Distance Learning Course(s) or products or services you have ordered and

b. we have responded in a manner indicating acceptance, for example by email, or by providing or starting to provide the service, advice or information or materials you have requested.

You cease to be a Client when we have provided the service for which you have paid, or are removed from a programme as a result of breaching your academic responsibilities detailed in Academic Terms and Conditions or at your specific request.

4. Physical orders are normally fulfilled within 7 working days for the UK and within 14 days for all other orders following receipt of cleared funds. You will be advised of any delay or if the course or materials are not available.

Payments can be made:

- by credit or debit cards
- by cheque or BACs on receipt of an invoice
- by using your PayPal Account

5. Payment will be debited from your account before the despatch of your purchase. We will take all reasonable care, in so far as it is within our power to do so, to keep the details of your order secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering your course from our site.

Electronic transactions are handled through the secure servers at PayPal, SagePay, PremiumWebCart, or Stripe. Please visit their sites if you require further information on how our electronic transfers are secured and encrypted.

6. All prices exclude local taxes that may be chargeable at the point of entry. You will be responsible for these.

7. Acceptance on to a programme of study is not a guarantee of successful achievement. It is your responsibility to ensure that the course is suitable for you.

8. Tutor support and assignment assessment for distance learning courses may be provided by post, phone, email or other electronic means and will be provided for a pre-set maximum period of time from the date of your accepted enrolment as determined by the individual course. This time period is set out in the course information sheets and on our website pages. Further support can be provided at additional cost to be agreed.

9. It is your responsibility to comply with the Academic Terms and Conditions and specific course requirements particularly, but not exclusively, in relation to the submission of any coursework and/or the assessment of the same. Some courses and levels of course have very specific requirements which a failure to comply with may result in you not completing the course or being deemed to have failed the Course. We do not take any responsibility for you failing to comply with any requirements.

10. We may terminate a distance learning course or order for any other product of service if payment is not made or there is a breach of the Academic Terms and Conditions.

11. All course material is copyrighted. No part of these material may be shared, copied, stored or reproduced in any form or by any means without the permission in writing from Blueprint Education and Training Services.

## **Returns and refunds policy**

### **1. Distance Learning Courses – Paper based materials Pre 2015 orders only (No longer offered please see online courses and workbook printing services.)**

According to the \*Consumer Contract Regulation 2013, you have a period of fourteen working days from receipt of goods to cancel your order. This period allows an unconditional right to cancel. You will be required to make such a request in writing to Blueprint Education and Training Services Limited.

You will receive a refund of the Price within 14 days of you returning all Materials to us. It is your responsibility to pay for the course to be returned in good condition and by recorded delivery.

The right of cancellation will not apply if:

- You have used tutor support and submitted assignments prior to cancellation.
- Any software supplied has been used or the Security seal broken.
- You have been provided with any of the Services.

Separately from this right to cancel if you have paid in full for your Distance Learning Qualification Course, and you are not fully satisfied, you may cancel any time during the first 30 days from the date of this agreement. In this instance, we will provide you with a refund, less the cost of any services consumed or materials sent to you, and any fees paid on your behalf such as CMI registration costs. \*\*This does not affect your statutory rights.

Refunds will not be made where there is any breach of academic responsibilities on the part of the student.

Please contact our advice team on 0845 8620140 or [enquiries@blueprintmanagement.college](mailto:enquiries@blueprintmanagement.college) if you have any further questions.

## **2. Distance Learning Courses – online versions**

According to the Consumer Contract Regulation 2013, you have a period of fourteen working days from receipt of your joining instructions to cancel your order. This period allows an unconditional right to cancel. You will be required to make such a request in writing to Blueprint Education and Training Services Limited.

**You will waive this right waive to cancel if you register on the learning portal and start to consume the course within the 14 day period.**

These courses are provided by electronic means and the service starts immediately. Delivery is therefore deemed to have occurred as soon as you have been granted access to the online learning portal.

If you wish to exercise your right under these regulations you should make no attempt to use the online learning portal, download any learning or support material, assignments or use the services of a tutor as doing so is to consume the service.

Separately from this right to cancel if you have paid in full for your Distance Learning Qualification Course, and you are not fully satisfied, you may cancel any time during the first 30 days from the date of this agreement. In this instance, we will provide you with a full refund, less the cost of any services consumed, incurred costs or any fees paid on your behalf such as CMI registration costs. \*\*This does not affect your statutory rights.

Refunds will not be made where there is any breach of academic responsibilities on the part of the student. Online courses cannot by their nature be returned.

Please contact our advice team on 0845 8620140 or [enquiries@blueprintmanagment.college](mailto:enquiries@blueprintmanagment.college) if you have any further questions.

## **3. Electronic and downloadable products and e-books**

According to the Consumer Contract Regulation 2013, you have a period of fourteen working days from receipt of your download link to cancel your order. This period allows an unconditional right to cancel. You will be required to make such a request in writing to Blueprint Education and Training Services Limited.

**You will waive this right waive to cancel if you use the download link within the 14 day period.**

These products such as e-books are provided by electronic means and the product is consumed immediately it is downloaded. Returns of downloadable products is not possible.

If you wish to exercise your right under these regulations you should make no attempt to use the download link or use the services as doing so is to consume the service.

## **4. Workbook printing service**

According to the Consumer Contract Regulation 2013, you have a period of fourteen working days from the date of your order to cancel your order. This period allows an unconditional right to cancel. You also have a right to cancel within fourteen days of receiving the physical workbooks.

You will be required to make such a request in writing to Blueprint Education and Training Services Limited.

You will receive a refund of the Price within 14 days of you returning all Materials to us. It is your responsibility to pay for the workbook(s) to be returned and by recorded delivery We will give you a full refund on cancellation if:

- you contact us within 14 days of receiving your workbook(s),
- you return the materials within 14 days to us at your expense by recorded delivery
- we receive them back in an unused and re-saleable condition
- with the original despatch note and any security tag attached.

## 5. Printed Publication/Text book orders

According to the Consumer Contract Regulation 2013, you have a period of fourteen working days from the date of your order to cancel your order. This period allows an unconditional right to cancel. You also have a right to cancel within fourteen days of receiving the publications.

You will receive a refund of the Price within 14 days of you returning all Materials to us. It is your responsibility to pay for the publication(s) to be returned and by recorded delivery We will give you a full refund on cancellation if:

- you contact us within 14 days of receiving your publications,
- you return the materials within 14 days to us at your expense by recorded delivery
- we receive them back in an unused and re-saleable condition
- with the original despatch note and any security tag attached.

Please contact our advice team on 0845 8620140 or [enquiries@blueprintmanagement.college](mailto:enquiries@blueprintmanagement.college) if you have any further questions

## NOTHING IN THE ABOVE GUARANTEE AFFECTS YOUR LEGAL RIGHTS

### Your Statutory Rights - Cancellation Period

#### Consumer Contract Regulations 2013\*

By law, you have the right to withdraw from your purchase of an item within fourteen days of the date the order, or fourteen days after item is delivered to you in the case of physical products.

In respect of online courses or downloadable products you have the right to withdraw from your purchase of an item within fourteen days of the date the order. **However, you will waive that right if you consume the service/product during the fourteen day period.**

If you wish to exercise your right under these regulations you should make no attempt to use the download link or use the online learning portal as doing so is to consume the service.

To cancel your purchase under this cooling-off period, please contact us in writing (post or email), giving the reason for the return as "contract cancellation". You can also use the cancellation form. download from this link. [Order Cancellation Form](#)

Registered office: 186 Kempshott Lane Basingstoke RG22 5LB | Registered UK: 4959425

\*Rights under Consumer Contract Regulation 2013 do not apply to business-to business commercial transactions.

\* Consumer protection legislation does not apply to business-to business commercial contracts

## **Instalment options**

Some distance learning course fees can be paid by instalments.

When you pay by instalments, you are committing to your whole course and to paying the entire course fees. You will make your first payment on enrolment. You will then make your remaining payments on a monthly basis. The number of instalments will vary depending on the course; this is identified on course information at the time of enrolment.

Course fees are payable irrespective of your progress on your course. If you decide to leave your course before completing (or are removed for breaching academic terms and conditions) you will still be expected to pay your course fees in full.

Because we are not in the business of offering a "traditional bank loan type facility", nor do we use third party credit organisations, we only offer this service to individuals who are paying their own tuition fees and who are able to pay their instalments by credit or debit card or through an automated subscription service such as PayPal or Money Bookers.

You should make sure that you act responsibly, and review your financial circumstances and satisfy yourself that you can afford to commit to paying your selected courses fees without causing a financial burden to yourself or your dependants.

It is important to note that where it has been agreed to accept payment by instalments, the price remains due and payable at dispatch, and any failure to make any instalment payment within three days of its due date will entitle us to take the following action:

- Suspend the provision of any support including but not limited to any marking or assessment of your work
- Add additional conditions before removing or lifting such suspension including (by way of example only), the payment in full of any outstanding balance
- Cancel your course
- We always take enforcement action to recover unpaid tuition fees. The cost of which will be recoverable from you
- We do not issue your qualification certificate until your course fees are paid in full.
- We may also lodge the failure to pay with the main Credit Reference Agencies which may affect your ability to obtain credit in the future.