



Terms & Conditions

This web site and its courses are subject to the following terms and conditions. Please do not use our site if you do not agree to these terms. If you require any clarification please email us at info@ecd-online.co.uk.

ECDL Online is a trading web site for Go Systems & Training LLP (OC333269). All correspondence should be sent to 51 Farm Hill Road, Waltham Abbey, Essex, EN9 1NG.

PAYMENTS

We accept payment through PayPal (which supports many types of credit and debit cards), cheque, postal order and bank transfers. All cheque and postal order payments should be made out to Go Systems & Training LLP (OC333269). Please contact us for details on how to pay by BACS.

SPECIAL OFFERS

For special offers we may ask for a deposit of £20 to be paid if the course is not due to start for more than 4 weeks from when it was offered (this excludes Limited Offers listed on our site). This deposit is non-refundable.

Free Unit E modules must be activated within 18 months of course activation.

Cancellation offers may not always have a full 12 months subscription. You will be informed by either phone or email before purchasing the course should this be the case.

COURSE EXTENSIONS

Yearly extensions are available for half the course value at time of purchase. The Unit E module is only available at half price if it was not included as a free offer. Any additional products or services given as part of a special offer are subject to full price for yearly extensions.

Bulk bookings or course purchases that have been subjected to a discount (for example cancellations and eBay purchases) are not eligible for half price yearly extensions but can be extended at the price they were bought at.

REFUND POLICY

We will refund any customer who is not satisfied with their course within 14 days of the booking confirmation being sent. Please note that there will be a small charge of £8 to cover administration costs.

Go Systems & Training LLP (OC333269) are unable to refund customers who have received their course at a discounted rate or who have had extensive use of their course.

EXAMS & BUNDLES

A free exam centre search is available on our website however we are not responsible for any exam centre that stops providing exams to outside students or who change their fees.

The official certification must be completed within 3 years from when the first exam has been passed (as advised by the ECDL Foundation).

All official exams bought as part of a bundle must be taken within 3 years from course activation.

OFFICE HOURS

Our offices are open Monday – Friday from 10am until 7pm. We are also open on Saturdays between 9am and 1pm. We are not open on bank holidays or during the Christmas period.

PRIVACY POLICY

Go Systems & Training LLP (OC333269) is committed to ensuring this site is absolutely secure for you to purchase your online course material. We are also committed to protecting the privacy of your personal information.