

## Train4food Complains and Refund Procedure Policy

Train4food ltd provides elearning courses as displayed on the website [www.train4food.co.uk](http://www.train4food.co.uk)

We supply the courses to you by email with full written instructions and set up requirements to enable access to any course purchased.

We offer full reporting to give you peace of mind on course usage, data recovery and we keep data of user transactions for audit purposes.

We offer friendly technical support from our technical department who will assist a user if they experience any user problem, and we have a remote facility to enable us to access a user's PC remotely, should a user not have sufficient knowledge to follow the set up requirements.

Customer Complaints, Appeals and Refunds Procedure:

In the unlikely event that an issue has not be resolved to your satisfaction, please let us know by calling our Customer Service team on 01482 861040 any time between 9am and 5pm, Monday – Thursday and 9am-4pm Fridays, or by sending us an email to [charlotte@train4food.co.uk](mailto:charlotte@train4food.co.uk). Should you remain dissatisfied please write to the Customer Service Manager, Charlotte Dixon at train4food ltd, Phoenix House, First Floor, Grovehill Road, Beverley. HU17 0JG

Because of the nature of our products it is not our policy to refund for elearning courses once access has been made via the unique Code and Key provided. In exceptional circumstances we may provide a “goodwill” refund.

If you require a refund please contact [james@train4food.co.uk](mailto:james@train4food.co.uk)

Full details of train4food's equal opportunities and diversity policy including complaints and appeals procedure are available on the following link:

<http://www.train4food.co.uk/pdf/equality-and-diversity-policy.pdf>

A copy of the terms and conditions associated with this course are to be found on the following link and are also delivered to you within the course

<http://www.train4food.co.uk/pdf/course-terms-conditions.pdf>