

## General Conditions of Gothia Logistics AB

2015-12-01

### **Are you interested in our training courses or workshops?**

If you are interested in our training courses or workshops, the easiest way to contact us is via [info@gothialogistics.se](mailto:info@gothialogistics.se). You can even call and place an order of courses or get a distant demonstration of our training. If you want to participate in one of our networks or have some questions, welcome to contact us via +46 (0)11 21 93 24.

### **Confirmation**

After the order of an instructor-led training or e-learning, you will receive a personal confirmation via Email. The Email includes both the activation code and the instructions of starting up the training.

### **Announcement**

The notice convening instructor-led training or workshop is sent no later than 7 days prior to start-up when we have enough enrolled participants for the training. A reminder will be sent via Email about 3 days prior to start-up.

### **Cancellation**

It costs nothing to cancel the training or workshop at least 14 days prior to start-up. If the cancellation takes place 7-14 days prior to the training, 50% of the fees will be charged. If you cancel the training within 7 days prior to start-up, the full fees will be charged. The slot of training can be granted to another person in the same organization.

### **Cancelled activity**

If the number of participants for a training or workshop is too small, we reserve our rights of cancellation or date changing. For instructor-led training or workshops, it can be cancelled latest 7 days before the notified date --- in this case, the enrolled participant will get notification that the activity is likely to be cancelled latest 14 days before the training starts. The training can even be cancelled due to the instructor's sickness. Regards to the cancelled activity, we are not responsible for the participant's costs.

**Price**

The fees relate to the participation in an instructor-led training or workshop. The fees do not include either other course materials or catering if not such is mentioned in the course description.

Costs for accommodation do not include. Tax is additional to all prices. We maintain reservation of price adjustment.

**Payment**

The fees for workshop, instructor-led training or e-learning are billed or paid via bank card on our websites. The invoice should be paid within 20 days from the date of invoice if no other terms are agreed.

**Force majeure**

We are not responsible for the cases that activities are suspended directly or indirectly due to the government actions, strikes, bans, lockout, war or others beyond the control of Gothia Logistics.

**Customer satisfaction guaranteed**

We are convinced that the activity you have chosen will meet your expectations and contains the promised knowledge. If contrary to expectations, you are not satisfied with one e-learning course, we offer correspondent training without extra costs as long as the course is not started or tests are not done yet. Guaranty is valid within one month from the date you register your account.

**Please contact us!**

Call for further information, +46 (0) 11 21 93 24 or Email: [info@gothialogistics.se](mailto:info@gothialogistics.se).