

1 Fees and Charges

- 1.1 By enrolling in a program, course, or membership you agree to pay the fees (plus applicable surcharges) for the platform, course or membership using the payment method you have selected.
- 1.2 You are required to pay the full amount of the program or course fees even if you do not complete your course.
- 1.3 Student fees will include the necessary e-learning resources such as online interactive resources, online documents or workbooks dependent upon the course of study chosen.
- 1.4 Payment is made up front and provides unlimited access to the program, course, or membership for the period agreed and confirmed in writing with a Sales IQ Global representative or as stated in the product advertisement.
- 1.5 Unlimited access means that, as long as you are active for any time over the agreed period, your login and password will remain active so that you can access your program, course or membership.
- 1.6 You agree that you will not cancel credit card charges via arrangements with your credit card issuer.
- 1.7 You acknowledge and agree that any credit card and related billing and payment information that you provide to Sales IQ Global may be shared by Sales IQ Global with companies who work with Sales IQ Global for your behalf, such as payment processors and/or credit agencies, solely for the purposes of checking credit, effecting payment to Sales IQ Global and servicing your account. Sales IQ Global may also provide such information in response to valid legal process, such as subpoenas, search warrants and court orders, or to establish or exercise its legal rights or defend against legal claims. Sales IQ Global shall not be liable for any use or disclosure of such information by such third parties.

2 Refund Policy

- 2.1 If you have not logged onto the platform, you will be eligible for a refund within the Cooling-off Period.
 - (a) The Cooling-off Period is seven (7) calendar days from receipt of payment.
 - (b) If you cancel within the Cooling-off Period, there is an administration fee of US\$25 (to cover processing and set up fees incurred by us).
- 2.2 If you have incurred additional late/failed payment fees with our payment plan provider, you will need to pay these fees in full (which may be more than US\$25).
- 2.3 Sales IQ Global does not offer refunds outside of the Cooling-off Period under any circumstances due to our significant intellectual property and goodwill.

3 Accounts

- 3.1 Both the Client and Sales IQ Global have the right to terminate any Services Agreement for any reason, including the ending of Programs or Courses that are already underway.
- 3.2 No refunds shall be offered, where a Program or course is deemed to have begun and is, for all intents and purposes, underway, and is terminated at the request of the client.
- 3.3 Where terminated by Sales IQ Global, refund shall be offered for any monies that have been paid to us which constitute payment in respect of the provision of unused program or course.
- 3.4 If for whatever reason you wish to withdraw from a program or course and surrender your login and password, you can do so by emailing: hello@salesiqgroup.com.

4 Cancellation of Membership

- 4.1 A minimum of 48 hours' notice is required to cancel your membership.
- 4.2 It is your responsibility to email hello@salesiqgroup.com to cancel your membership 48 hours prior to the renewal date.

- 4.3 You waive all claims relating to membership renewal charges. We reserve the right to levy a charge to cover any subsequent administrative expenses.
- 4.4 No refunds will be given for any unused portion of your membership.
- 4.5 Access to membership will remain active until the end of the period where membership has been fully paid.

5 Course Commencement

- 5.1 Unless otherwise agreed in a Sales IQ Global Pty Ltd Platform Terms and Conditions Schedule, the agreed course commencement date will be the date of issuance of an invite to access the course on the online platform.

