

Shipping and Exchange Policy

Last Updated: October 2024

At British Learning, we provide digital learning services through our e-learning platform. As such, we do not ship any physical products, and all courses, certificates, and related materials are delivered digitally. This Shipping and Exchange Policy outlines our procedures regarding digital course access and exchange requests.

1. Digital Delivery

- All course materials, certifications, and resources are delivered electronically through our platform at www.britishlearning.uk.
- Once payment is successfully processed, students will receive immediate access to their purchased courses via the registered account
- Any related learning materials or resources will be accessible through the platform, available for download or online use, as applicable.

2. No Physical Shipping

- Since our products and services are entirely digital, there are no physical items to be shipped, and as such, no shipping charges apply.
- Upon purchase, learners will receive an email confirmation detailing their course access and login instructions.

3. Course Access Issues

- If you encounter any issues accessing your purchased course, please contact our support team at support@britishlearning.uk. We will assist you in resolving the issue as quickly as possible.
- Technical issues related to platform access are typically resolved within 24- 48 hours, depending on the nature of the issue.

4. Exchange/ Refund Policy

- After enrolment a student has complete access to all our training material. We have a 100% Refund Policy for the first 24 hours after enrolment if a student is not completely satisfied about the training material, the contents, the quality of training material, our credentials/ recognitions, or if the student feels he/she enrolled for the wrong course or any other reasons.
- The student within 24 hours of enrolment has to email us at support@britishlearning.uk about the refund, which shall be credited to the bank account of the students within 8 – 10 working days from the receipt of the email. We will refund your complete fees without any questions whatsoever if requested for a refund within 24 hours of enrolment.

In the event no such email seeking refund is received within 24 hours from the period of enrolment, fees earlier collected/received being Non refundable, shall not be refunded under any circumstances thereafter.

5. Non-Transferable Access

Purchased courses are intended for the sole use of the registered individual and cannot be transferred to another individual or account.

•6. Additional Notes

- British Learning reserves the right to modify or update this Shipping and Exchange Policy at any time without prior notice. Any changes will be effective immediately upon posting on our website.

For more information, please refer to our Terms and Conditions document, available at [Terms and Conditions](#) PDF, or contact us directly at support@britishlearning.uk for assistance. Thank you for choosing British Learning!