



TERMS OF SERVICE

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Payment Policy:

All payments are to be made in Australian dollars \$AUD. Upon payment, the registrant forfeits the right for any entitlement to a refund however an alternate registrant may attend. Payment must be received prior to the date of the event.

Security Policy:

When purchasing from the Engineering Training Institute Australia your financial details are kept private and confidential before being professionally shredded. If you have any questions regarding our security policy, please contact our customer support centre admin@etia.net.au.

Customer Service Policy:

The Engineering Training Institute Australia is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery timeframes are between 3-10 business days; in the event that an ordered item is not available or we are unable to fulfil your order we will notify you within 2 business days to arrange an agreeable alternative item, a backorder or a full refund.

Event Cancellation Policy:

Should the Event be cancelled for any reason the Engineering Training Institute Australia advises that all registrants will be refunded their full registration fee within a seven day time frame from the cancellation date.

Your Information:

Engineering Training Institute Australia can confirm that no registrant details entered will be passed to any third party and will be kept only by the Engineering Training Institute Australia.