

Author/Owner:	BS Manager	Type:	Information
Approved by:	CEO	Revision:	October 2024, rev 0

Policy

The purpose of this policy is to clearly define the order fulfillment processes for our audit, consulting and training services, ensuring transparency and accountability for our clients.

We aim to provide comprehensive guidelines regarding refunds, cancellations, and the delivery of services to ensure a positive experience for all customers.

This policy applies to all clients engaging with our audit and training services, whether on-site or online.

Refund Policy

Our company offers refunds under specific conditions related to our audit and training services:

Audits: Refunds are not applicable after the audit agreement is signed and the audit date is confirmed.

Training Courses: Customers may receive a refund of 70% of the course cost if the cancellation is made at least 45 days in advance. No refunds will be issued for cancellations made less than 45 days before the course start date.

Shipping or Delivery Policy

Our services include both on-site and virtual audits, consulting and training. All materials, reports, and documents will be delivered electronically to the email provided at the time of elaborating the Proposal. Please ensure that your email address is correct to receive all corresponding documentation promptly.

Return Policy and Process

Due to the nature of our services, we do not accept returns for completed audits, consulting or training sessions. If you have concerns or complaints about the quality of the services provided, please contact us at clientresponse@cics-americas.com after service completion to discuss potential resolutions.

Please also see the publicly available Appeals and Complaints Procedure.



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Cancellation Policy

Audits:

Cancellations or modifications of audit dates after the agreement has been signed and the date confirmed (by signing the CSA) will incur the following fees:

- 0-15 calendar days before the audit: 100% of the audit fee, plus all incurred expenses.
- 16-30 calendar days before the audit: 50% of the audit fee, plus all incurred expenses.
- Changes to audit dates after confirmation will incur a fee of 10% of the audit fee, plus all incurred expenses.

Training Courses:

To reschedule a confirmed course date, written notification must be sent to your assigned account agent at least 30 days in advance.

Cancellations must be communicated to your assigned account agent at least 45 days in advance. You will receive a refund of 70% of the course cost or may transfer this amount to another course of your choice.

Cancellations made less than 45 days before the training date will incur the following fees:

- 0-15 calendar days before the training: 100% of the course fee, plus all incurred expenses.
- 16-30 calendar days before the training: 50% of the course fee, plus all incurred expenses.

Payment Adjustments

In the event of an incorrect payment, the amount will be accounted for and applied as a credit toward your next expense with us. Please contact your assigned account agent to resolve any payment discrepancies.

Contact Information

For any questions regarding our policies, please contact us at info@cics-americas.com