

The Electronics Group – Business Terms & Conditions

Effective date: 1st April 2025

These 'Terms & Conditions' may be subject to change without prior notice given at the discretion of The Electronics Group's Management.

Quotes and Course Availability

- For current course costs and availability, please contact our team directly. Click here for contact information.
- Our online training calendar acts only as an indication of courses dates and does not guarantee dates or availability.
- Quotes, along with a quote number, are valid for thirty days from the date the quote was created.
- Course availability cannot be guaranteed until a signed booking form and purchase order has been received.
- All pricing, with the exception of non-UK customers, to VAT at the appropriate rate.

Course Bookings

- The Electronics Groups acceptance of your booking brings into existence a legally binding contract between The Electronics Group and the Customer, on the conditions within these 'Terms & Conditions'. Any term sought to be imposed by you in any purchase order correspondence may not form part of the contract.
- Prior to booking on to any course, please ensure you have read the "Course Contents" to ensure the courser will meet your training needs and delegates meet any pre-requisites, where required.
- If course registration/ course booking forms are completed by an individual not attending the course, it is the responsibility of the employer to ensure a delegate (s) are suitable for the course.
- To confirm a booking, a complete 'Booking Form' with Purchase Order number and accounts contact information.
- Should delegate information not be known at the time of booking, this information is required no later than twenty-one days prior to the course start date.
- If your loan or borrow any equipment from The Electronics Group, whether a fee for doing so is charged, or offered as a complimentary service, it is expected that you return the items to us in a timely manner, in the condition in which it was when you received the items. Failure to do so will result in an invoice being sent for the full cost of a replacement item or items.
- If you require a Loan Copy of an IPC Standard for a training course being delivered 'Remotely', a refundable deposit of £175 per book is required. This deposit will be refunded once the book is returned to us and provided the book is in the same condition as when it was received by the customer.
- A deposit may be required may be required for loan equipment or equipment being brought to your site.
- All course bookings in which an accredited IPC course is being booked are bound by any and all conditions laid out in the latest IPC Policy and Procedures.

Payment Terms & Purchase Orders

- Fees are payable upon booking unless a valid, authorised purchase order is provided and accepted.
- Invoices will be sent via email to the name and address provided on the booking form under the 'Accounts' section.
- The Electronics Group will not waiver on our payment terms, or extend our due date, if an incorrect or inaccurate email for Accounts is provided.
- All invoices are due for payment within thirty (30) days of the invoice date and not later than fourteen (14) days prior to the start of the course.
- Credit and payment terms can be mutually agreed outside of these terms and the discretion of The Electronics Group's management.
- Purchase Orders may be accepted in lieu of payment at the time of booking at The Electronics Group's sole discretion.
- Acceptance of purchase orders is subject to The Electronics Group's prior approval for credit terms.
- Purchase orders will not be accepted from any customer at any time during which the customers account is place on 'stop' due to default or has any existing overdue invoices.
- Non-payment of invoices within agreed timescales can result in additional charges or interested being applied and future credit agreements being withdrawn.
- A £250 late payment fee will be added to invoices on the seventh calendar day of an invoice being overdue.
- If any amount properly due to The Electronics Group under, or in connection with these terms and conditions remains outstanding beyond the due date, The Electronics Group may charge interest on the overdue amount at the rate of 8% per annum above the base rate of Lloyds Bank PLC. Interest will be accrue daily until the date of actual payment, be compounded quarterly, and will be payable on demand. Late payment interest will be in addition to statutory compensation pursuant to the Late Payments of Commercial Debts (Interest) Act 1998.
- All payments will be made in GBP or Pound Sterling, by credit or debit card, or BACs, unless otherwise agreed with The Electronics Group.
- All training which involves non-UK companies, whether the training will be delivered at The Electronics Group or at the customers non-UK premises, requires payment to be received no later than 14 days prior to the course start date.
- BACs payments must be paid to the below bank account.

Account Name: The Electronics Group

Sort Code: 40 27 15

Account Number: 6513 9481

BIC/Swift Code: HBUKGB4B

IBAN: GB19HBUK40271565139481

Bank Address: HSBC Bank, 33 Park Row, Leeds, LS1 1LD

- Payments by debit or credit card can be made clicking the payment link on an invoice issued by The Electronics Group.

Course Cancellations and Amendments

- All requests for course cancellations and or amendments must be received in writing

- Any changes will be subject to a minimum admin fee of £35.
- Should any cancellations or amendments be agreed, the effective date will be the date the written request was received.
- The appropriate cancellation or amendment fee will apply based on the cost of your booking, as shown below. Extenuating circumstances will be charged at The Electronics Group's discretion.
- All cancellations or amendments will be subject to a twenty-five percent (25%) fee once 'Part One' of a booking form has been received.
- Cancellation or amendments within thirty (30) days of the course start date will be subject to the following fees:

0 – 14 days before the course start date	100% of the course cost
15 – 22 days before the course start date	75% of the course cost
23 – 30 days before the course start	50% of the course cost
30 + days before the course start	25% of the course cost

- Any variation to the above is strictly at the discretion of The Electronics Group management.
- The Electronics Group reserves the right to cancel or substitute course dates at a minimum of 7 days' notice, unless in extenuating circumstances.
- The Electronics Group reserved the right to postpone or cancel bookings due to non-payment of invoices. In such circumstances, the above fees will apply.

Name Changes

- No name changes to delegates will be permitted within forty-eight (48) business hours or the course start date.
- In the event of an individual named on the booking form being unable to attend, The Electronics Group will accept substitution of another delegate on the condition that written notification is received by email prior to the course start date and in-line with the above.
- If the individual named on the booking form is unable to attend and cannot or does not wish to transfer their place to another delegate, a percentage of the course fee will be charged in line with the Course Cancellations and Amendments section of these 'Terms & Conditions'.
- Any changes, transfers, amendments and cancellations must be authorised by The Electronics Group management.

Failed Courses, Resist and Recertifications

- In the event of a delegate failing all or part of a course, the latest version of IPC's Policy's and Procedures will apply in respect of retaking, re-sitting exams and cool down periods.
- The Electronics Group reserves the right to charge a fee on accommodating retaking or re-sitting of part or all of a course. The fee is set at ten percent (10%) of the original course cost for classes delivered at The Electronics Group training centres or training delivered remotely.

- Re-sits and re-takes delivered at customer premises or third-party locations in which The Electronics Group is required to travel or stay overnight, this will be subject to our standard off-site training pricing.
- Recertification requirements are the responsibility of the individual Certified IPC Specialist, Certified Subject Expert or the Certified IPC Trainer, or the delegates employer. The Electronics Group does not accept responsibility for recertification requirements not being met and the relevant IPC Policy & Procedures applying.

Course Provisions

- In the event of there being insufficient delegate numbers booked on to a course, The Electronics Group reserved the right to postpone or cancel a course.
- If The Electronics Group postpones or cancels a course, we will endeavour to inform all delegates and or their employer
- Failure to provide the required information for a course booking in line with timelines laid out in these 'Terms and Conditions' may result in the course being postponed or cancelled at the applicable fees being charged.
- Accommodation and travel costs are the full responsibility of the delegate or their employer.
- Refreshments, including tea, coffee and soft drinks, as well as lunch, is provided on all full day courses unless otherwise stated, and is included as a non-removable charge in the course cost. The Electronics Group must be informed, in writing, of any dietary or allergy requirements in advance of the course commencing.
- The Electronics Group will, where necessary and sometimes at a cost, the necessary course materials, tooling or equipment.
- Damage to The Electronics Group property due to negligence, improper use or operation will incur a charge for repair or replacement.
- The Electronics Group accepts no responsibility for vehicles parked on or near our training centres before, during or after any training course, meeting or visit.
- The Electronics Groups supports delegates with a range of learning difficulties and additional learning support needs. If made aware, The Electronics Group can make some provisions to assist with or aid learning.
- Disabled access is available at our training centres. Prior notice must be given to ensure all accessibility is enabled in advance of arrival.

Extenuation Circumstances

- If you are unable to attend any or all of the course due to extenuating circumstances, you must inform The Electronics Group in writing.
- Any variation to these 'Terms and Conditions' is at the sole discretion of The Electronics Group management.

Covid-19

- Any course amendments or cancellations due to Covid-19 will be subject to the same booking conditions.

Force Majure

- The Electronics Group shall not be liable to refund any fees, or for any other penalty, should courses be cancelled due to war, fire, strike, industrial action, tempest, accident, civil unrest, pandemic, or any other cause whatsoever beyond their control.

Online Shopping

- The Electronics Group does not store customer credit or debit card details.
- Returns and refunds are in conjunction with your statutory rights and entitles you to refund within 28-days of purchase, provided goods are returned in their original, re-saleable condition upon return to The Electronics Group.
- Return postage or shipping costs is to be agreed between you, the Customer, and a courier of your choosing, to be delivered to The Electronics Group's Faraday House address. Deliveries can only be accepted on Monday to Friday 08.00am – 17.00pm. These fees will not be covered by The Electronics Group.
- The Electronics Group does not accept any responsibility for damages to books made by the courier and will not refund in the event of damaged goods being received.

Workshop, Equipment and Technical Inspection Services

- All workshop hire, equipment hires or technical inspection services, including but not limited to X-Ray, Optical Inspection and PCB Rework, will be under the same booking terms and conditions as below and above.
- The Electronics Group cannot guarantee results and therefore any work booked is based on doing our best to achieve the results required.
- It is the customers responsibility to ensure that The Electronics Group are furnished with all relevant information prior to commencement of inspection services. The Electronics Group will not offer any financial compensation or discounts if work is a delayed as a result of not having the needed information.
- The Electronics Group accepts no responsibility for loss or damage of products being shipped to or from The Electronics Group where the products are in the custody of a third party, such as a courier company.
- The Electronics Group does not, as standard, provide insurance on products being returned to customers but can do so at an additional charge, to be agreed prior to shipping being arranged.

Non-Solicitation of Staff

- You shall not solicit or entice away or seek to entice away from The Electronics Group to work for your business, whether as principal, agent, partner, director, employee, secondee or consultant, any person who is employed by The Electronics Group or engaged by The Electronics Group in providing any service.
- Should you be in breach of the above clause, a sum shall become payable to The Electronics Group to cover The Electronics Group's reasonable loss.

Recruitment or Employment Services

- Any business engaged with The Electronics Group to provide recruitment or employment services will be subject to 'The Electronics Group Recruitment Terms of Business'.

Entire Agreement

These terms and conditions, together with the current pricing of The Electronics Group products and services, course details and The Electronics Group contact details, set out the whole of our agreement relating to the supply of course, technical inspection services, recruitment services or associated material provision services to you by The Electronics Group. These terms and conditions can not be varied except in writing by the General Manager or a Director of The Electronics Group. No terms and conditions incorporated within your purchase order, and nothing said by any person on behalf of The Electronics Group should be understood as a variation of these terms and conditions or as an unauthorised representation about the nature or quality of goods or services for sale by The Electronics Group. The Electronics Group shall have no liability for any such representation being untrue or misleading.

The Electronics Group is a registered company limited by shares. The Electronics Group company registration number is 09709489. The Electronics Group is a VAT registered company whose VAT number is GB241349129.