Returns & Refund Policy

Ever-So-Lean Limited

Policy Statement

Ever-So-Lean Ltd is committed to delivering high quality consultancy, training, and accredited learning experiences. We understand that circumstances can occasionally change, and this policy outlines our approach to cancellations, transfers, returns, and refunds across our learning and development services.

This policy applies to:

- Self guided e-learning programmes
- Virtual classroom programmes
- In person classroom training and workshops
- Consultancy and bespoke development services

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1. Self Guided E-Learning Programmes

Digital Access

Access to self guided e-learning programmes is typically granted immediately upon purchase. Due to the digital nature of these products, refunds are generally not available once:

- access has been granted
- course materials have been downloaded/accessed
- learning activity has commenced

Exceptions

Refund requests may be considered where:

- duplicate purchases have been made in error

- technical issues prevent access and cannot be resolved within a reasonable timeframe
- the incorrect programme was supplied

Requests must be submitted in writing to support@eversolean.com within 14 days of purchase.

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2. Virtual Classroom Programmes

Delegate Cancellations

For virtual classroom training:

- cancellations made more than 14 calendar days before the programme start date will receive a full refund or transfer option
- cancellations made between 7 and 14 calendar days before the programme start date may receive a 50% refund or transfer option
- cancellations made less than 7 calendar days before the programme start date are non refundable

Transfers

Delegates may request to transfer to an alternative programme date where reasonable notice is provided and availability exists.

Non Attendance

Failure to attend a scheduled virtual classroom session without prior notice will be treated as a late cancellation and no refund will be issued.

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3. Classroom Training & Workshops

Delegate Cancellations

For classroom based training and workshops:

- cancellations made more than 21 calendar days before the programme start date will receive a full refund or transfer option
- cancellations made between 7 and 21 calendar days before the programme start date may receive a 50% refund or transfer option
- cancellations made less than 7 calendar days before the programme start date are non refundable

This reflects venue, preparation, material, and scheduling costs incurred in advance of delivery.

Substitute Delegates

Organisations may substitute delegates at no additional cost prior to programme commencement where appropriate.

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4. Bespoke Consultancy & In House Delivery

For consultancy, bespoke workshops, or in house delivery:

- cancellation terms will be defined within the agreed proposal, quotation, or contract
- any non recoverable costs already incurred may remain chargeable
- confirmed delivery dates reserved for clients may be subject to cancellation fees if cancelled at short notice

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5. Programme Changes by Ever-So-Lean Ltd

Ever-So-Lean Ltd reserves the right to:

- reschedule programmes
- change trainers or facilitators where necessary
- amend delivery methods where appropriate
- cancel programmes due to unforeseen circumstances or insufficient enrolment

Where Ever-So-Lean Ltd cancels a programme, delegates will be offered:

- an alternative date
- transfer to another programme
- or a full refund

Liability is limited to the original fees paid for the programme.

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6. Certification & Accreditation

Refunds will not be issued for:

- failed assessments
- unsuccessful accreditation outcomes
- incomplete portfolios
- failure to attend required sessions
- failure to complete programme requirements within stated timescales

Support and guidance will continue to be provided in line with programme requirements and agreed support arrangements.

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7. How to Request a Refund

All refund or cancellation requests must be submitted in writing to:

support@eversolean.com

Please include:

- full name
- organisation name (if applicable)
- programme title
- booking date
- reason for request

8. Consumer Rights

Nothing within this policy affects statutory consumer rights under applicable UK consumer protection legislation.

Policy Owner: Matt Sims | Managing Director | Ever-So-Lean
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