

# NetAssist General Terms & Conditions

By submitting your registration, you hereby agree that you have read, understood and accepted all the terms and conditions herein under mentioned.

1. Registration
  - 1.1. Registration is intent to purchase in the absence of a purchase order.
  - 1.2. Registration is to be submitted with full payment. Should an invoice be required, please allow sufficient processing time such that full payment can reach us in accordance with our Payment Policy.
  - 1.3. Training must be completed within 12 months from date of invoice.
  - 1.4. Examination, where applicable, must be taken within 3 months from the respective course completion date.
2. Payment Policy
  - 2.1. Full payment must reach us at least 21 business days before course commencement. Seat confirmation is subject to seat availability.
  - 2.2. Full payment is due for no show or partial attendance.
  - 2.3. Course and examination fees are subjected to the prevailing Goods and Services Tax (GST).
3. Course Confirmation
  - 3.1. Class confirmation is subject to minimum class size.
  - 3.2. Training date is tentative till confirmation notice is being served to the respective trainee/company.
  - 3.3. NetAssist reserves the right to cancel or postpone a training date under unforeseen circumstances and/or minimum class size is not met.
4. Course Prerequisites
  - 4.1. All trainees must ensure that they have met the stipulated course pre-requisites for maximum effectiveness.
  - 4.2. NetAssist will not be liable for any difficulties encountered during the training for any trainee who does not meet the course pre-requisites aforesaid required.
5. Certification of Attendance

Minimum of 75% attendance for each course is required.
6. Deferment of Course
  - 6.1. A written notice must be sent sixteen (16) business days before course commencement; for Citrix, EMC and CompTIA training, deferment notice must reach us at least 21 business days before course commencement.
  - 6.2. One (1) deferment per course registration is allowed without penalty.
  - 6.3. S\$100.00 administrative charge will be imposed on subsequent deferment with notice period as stipulated in 6.1.
  - 6.4. Deferment is not allowed for registrations on promotional rates.
7. Withdrawal Policy
  - 7.1. Notice of withdrawal must be in writing and any refund will be in accordance with the Refund Policy.
  - 7.2. Withdrawal is not allowed for registrations on promotional rates and/or any other special billing request arrangement agreed between both parties.

8. Refund Policy

8.1. Refund Chart:

<b>Percentage of Refund</b>	<b>Notice Period</b>
100%	More than sixteen (16) business days from course commencement date
50%	With sixteen (16) or lesser business days from course commencement date
No refund	With ten (10) or lesser business days from course commencement date

8.2. For Citrix, EMC and Other Open Source Courses, a written notice of withdrawal is required at least 21 business days from course commencement date.

8.3. No refund for no show or partial attendance.

8.4. No refund for incomplete training per invoice.

8.5. A Credit Note will be issued for all refund and should be utilized within 12 months from date of issue. Extension will not be allowed.

8.6. Refund will be processed within 30 business days upon receipt of written notice.

9. Government's Funding

NetAssist is not liable for any consequences resulting from non-compliance or default in your application and/or claim submission. Where applicable, you will make good any payment due equivalent to any unsupported amount rejected by the government agency/agencies.

10. Payment Detail

Company Cheque or Bank Draft made payable to:

Payee: NetAssist Services Pte Ltd

Address: 298 Tiong Bahru Road, #08-05 Central Plaza, Singapore 168730

Telegraphic Transfer to:

Account Name: NetAssist Services Pte Ltd

Account No.: 150-302-213-9

Bank Code: 7375

Branch Code: 050

Bank: United Oversea Bank Ltd

Bank Address: 302 Tiong Bahru Road #01-101/102 Tiong Bahru Plaza, Singapore 168730

All bank/intermediary bank charges are to be paid by payer.