

## John Smiths Students T&Cs

### **YOUR RIGHTS CANCEL YOUR COURSE**

**You can always cancel your course with us.** Your rights when you cancel will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

**If you have just changed your mind about the product.** You may be able to get a refund if you are within the cooling-off period, unless you have accessed your online course.

**If what you have bought is faulty or misdescribed.** You may have a legal right to cancel your course (or to get the course replaced or to get some or all of your money back)

**If you have just changed your mind about the course.** You may be able to get a refund if you are within the cooling-off period, and have not accessed your course.

**When you don't have the right to change your mind.** You do not have a right to change your mind in respect of:

digital products after you have started, accessed or completed these

**How long do I have to change my mind?** How long you have depends on what you have ordered and how it is delivered.

Have you bought any courses? If so, you have 14 days after the day we email you to confirm we accept your order. However, once you have logged in and accessed your course, you cannot change your mind, even if the period is still running.

### **HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)**

9.1 Tell us you want to cancel your course. To cancel your course with us, please let us know by doing one of the following:

(a) Email. Email us at [support@be-a.co.uk](mailto:support@be-a.co.uk). Please provide your name, home address, details of the order and, where available, your phone number and email address.

(b) Online. Complete the above referred to details within the contact form available at <https://be-a.co.uk/>