



.....the practical approach



Your Global Medtech Partner for **Regulatory, Clinical & Quality Compliance**

## Special Conditions for Training Services

**Qserve Consultancy B.V. | Qserve Clinical Services B.V.**

## **SPECIAL CONDITIONS FOR TRAINING SERVICES**

*In addition to our General Terms & Conditions which form an integral part of this proposal, the following special conditions for our training services apply. In case of a conflict, these special conditions replace the relevant sections of our General Terms & Conditions. COPYRIGHT QSERVE*

By signing this proposal, you (including your employees or any other delegate attending a Training Course on your behalf or on your account) acknowledge the following.

- not to copy the Training Materials or Documentation except where such copying is incidental or necessary for the purposes of completing the relevant Training Course;
- not to rent, lease, sub-license, loan, translate, merge, adapt, vary or modify the Training Materials or Documentation;
- not to alter, or modify, the whole or any part of the Training Materials or Documentation, nor permit the Training Materials or any part of them to be combined with, or become incorporated into, any other materials;
- to supervise and control use of the Training Materials and Documents and ensure that they are used by your employees and representatives in accordance with the terms of this proposal;
- to include the copyright notice of QSERVE on all entire and partial copies you may make of the Training Materials or Documents on any medium;
- not to provide or otherwise make available the Training Materials or Documentation in whole or in part, in any form to any person without prior written consent from Qserve.

## **TRANSFERS AND CANCELLATION OF TRAINING COURSES**

- Delegates may transfer their registration for one course to another course up to 21 working days prior to the original course date. Once a delegate has transferred no refunds can be made for the cancellation of either course. Only one transfer by any delegate may be made.
- If you cancel a Training Course: - all cancellations must be made no later than 25 working days before the start of relevant Training Course. We will only accept cancellations that are made in writing. If a delegate fails to attend a Training Course, or a cancellation is sought within the 25 working days prior to the start of such course, full payment will be required.
- Refund Policy: if the refund is approved by Qserve, it will be made through the original mode of payment only.
- If we cancel a Training Course, or change course content: - we reserve the right to cancel a Training Course at any time, without incurring any additional liability to the Licensor or any delegate. In such circumstances, we will offer alternative dates, a full refund or a credit note.

## **PAYMENT TERMS**

- This quotation is valid for 10 days
- Fees do not include VAT (if applicable)
- Payment can be made using an authorized credit card through PayPal at the time of the transaction, or by invoice. Receipts for payment are provided in electronic format.
- In case of payment through an invoice:
  - Qserve will invoice 100% after signing the quotation
  - Payment within 14 days after receipt of the invoice or at least 10 working days before the start of the course, whichever is sooner.
- If any information that you have given to us proves to be incorrect, which has resulted in our not charging you the correct fee for the courses that you are buying, we reserve the right to adjust the fee (upwards or downwards) so that it is the correct fee for your circumstances.