

WELCOME TO TECHNIDATA



Training 2010
Conditions of Participation
TD America

www.tdamerica.com/education

TechniData America Training Policy

Registration:

- To register for a course or courses, please fax the registration form to (302) 992-0633 or mail to TechniData America, Rockwood Office Park, 503 Carr Road, Suite 120, Wilmington, DE 19809. Participants will be registered for courses in the order their registration form is received.
- In cases where the courses are fully booked, the participant will be automatically added to a waiting list. The automatic enrollment of the participant in the next training course will not be done by TechniData America. It will be the responsibility of the participant to register for the next available training course.

Customer Course Cancellation Policy:

- Customers may cancel participation in a course by writing or faxing to TechniData America at (302) 992-0633 or calling (877) 546-6523. In the cancellation notice, please indicate student name, course number, date, and signature.
- TechniData America will confirm the customer's cancellation request via fax or email within four (4) business days from the date of the customer's cancellation notice. The customer should reconfirm their cancellation if this acknowledgement receipt is not received from TechniData America within the four (4) business days. The customer will be responsible for course fees unless the cancellation has been made and the receipt of acknowledgement from TechniData America has been received prior to the course start date.
- If the cancellation notice is received 12 working days or less prior to the start of training, TechniData America will charge the customer the full course fee.
- Multiple Course Reservations – if a single participant makes a reservation for the same course on two different dates, it is the responsibility of the participant to manage and submit a cancellation request to TechniData America for the necessary cancellations. Failure to do this will result in the customer being charged the full course fee.

TechniData America Cancellation Policy:

- TechniData America reserves the right to cancel any course offering with two week advanced notice. In the event that a course offering is cancelled, TechniData America will refund to the customer the course fees paid. TechniData America will not be liable, in any circumstance, for any expenses incurred by the customer in preparation for training.

Fees:

- The course fees indicated in the training schedule are the fees per participant. The training fees include training documentation and lunch during the length of the course. The course fees do not include tax. Tax will be added where applicable.

- Participants may experience other expenses outside the fees paid for training. Parking fees may be assessed at the training facility.
- Course fees are due in advance. Non-payment of course fees prior to the start of the class may cancel a participant's reservation for the course.
- Course fees are subject to change without notice. In the case of an incorrect fee due to a printing error, the correct fee will prevail.

Payment:

- The following methods of payment will be accepted:
 - Credit Card (Visa, Master Card or American Express)
 - Check (payable to TechniData America LLC)
 - Approved Purchase Order
- Please specify method of payment on registration form. A hard copy of the approved PO must be received by the registration deadline or the participant will lose their reservation in the course. For on-site training, a hard copy of the approved PO must be received by the registration deadline or the training will be cancelled.

Classroom Policy:

- Dress code for participants during training is casual. Policy regarding eating, drinking, and smoking in the classroom will be provided by the facility provider and will be reviewed at the start of training.
- The training rules and training times are compulsory. Non-adherence to the rules may result in exclusion from the training. Claims for a refund of the fees cannot be made.

Data Protection:

- The participants and the customer (client) agree that their personal data can be used for processes necessary to fulfill the agreement.

Guarantee, liability:

- Teaching and training is conducted in a way that an attentive participant can reach the training goal. TechniData America and TechniData AG are neither responsible for the training success or for the correctness of the content of the training.
- After the training, each participant will receive confirmation of his attendance and completion of the training course.
- Claims for damages will be accepted only when intent or gross negligence has been proven. In the case of negligence, the customers or student's sole remedy shall be the refund of prepaid course fees.
- TechniData America is not responsible for airfare, lodging, or other related expenses including any airline penalties incurred. TechniData America shall not be liable for damages of any kind resulting from errors or omissions in the training materials nor shall TechniData America be liable for any damages resulting from the use of the training materials or other information conveyed at a TechniData America course.

- Claims for damages must be placed within one month.
- TechniData America will not be liable for participants' property during the training.
- The participant will be liable for any damage to TechniData America and TechniData AG caused by the non-authorized transferal of written training documents.

Copyrights:

- TechniData AG reserves the rights to the translations, duplications and reprints of training documents, even in extracts. Without a written approval, no reproductions may be made.