



Terms and Conditions

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Access to materials

It is your responsibility to ensure that you meet the system requirements, including compatible hardware (any modern operating system e.g. Windows 7+, Mac OS X+), internet service, any modern web browser with JavaScript and cookies support (Chrome 55+, Firefox 57+, Safari 10+, Edge 15+), and a programme to read pdf files e.g. Adobe Acrobat Reader, prior to purchasing any content. You may incur charges to your internet service provider while you are accessing and/or downloading the course(s). Charges may also be payable to third parties for use of the software necessary to access and/or download the course(s).

You will have access to online courses for a period of 6 months after purchase, unless otherwise specified. After this time frame, OI cannot guarantee that certification or completion will be possible. As such, it is your responsibility to ensure that you complete the content within the allocated time period. You may contact OI to request extensions of time.

OI will use reasonable endeavours to provide a solution to any faults which are reported. If you receive technical advice from OI, no responsibility will be accepted for any problem if you do not ensure that such advice is strictly followed.

OI will take all commercially reasonable steps to provide you with uninterrupted access to the course(s). However, your access may be restricted from time to time for reasons beyond our control. Such reasons include force majeure events, server downtime, planned maintenance and other related reasons. In order to maintain the

quality of courses and materials, improvements or changes to the courses may occur at any time without prior notification in order to ensure that they are up to date and accurate.

Where this is the case, OI will take commercially reasonable steps to restore your full access within a reasonable period of time. 'Commercially reasonable' in these terms shall mean reasonable efforts taken in good faith, without an unduly burdensome use or expenditure of time, resources, personnel or money.

Pricing and payment

OI uses third party payment providers for online purchases. You agree to provide payment for the course(s) in the stipulated currency and you will be liable to pay any relevant conversion charges, as well as applicable sales tax in your region. OI and the purchaser respectively are responsible for the payment of any fees charged by their own bank or credit card provider in connection with the purchase of the course(s).

OI must receive your payment in full before providing you with access to any online course(s). OI are unable to provide a refund if you fail to complete the content within the allocated time, except at our absolute and sole discretion. OI reserve the right to review and change the pricing of any of their courses (this will not affect courses that have already been purchased).

Cancellation and restriction policy

You may change your mind within fourteen (14) days of purchase, on condition that course materials have not been provided to you, downloaded, streamed or otherwise accessed. If you do wish to cancel, please contact OI via email: info@dc-oi.com.

We are unable to provide refunds where your access to the course(s) is inhibited due to insufficient system requirements. In the case where OI has developed bespoke material for the purchaser, OI shall be reimbursed for any costs accrued up to the cancellation date.

OI may restrict your access to the course(s) if you breach these terms, including without limitation:

- a) A failure to make any payment due to OI; or
- b) Failure to provide accurate information that is necessary for OI to provide the course(s) to you.

In these circumstances, OI will inform you that your access to the course(s) will be restricted.

Liability

The exclusions and limitations of liability contained in these terms & conditions do not apply to a party's liability: (i) for fraud or wilful default; (ii) for death or personal injury caused by its negligence; or (iii) where such limitation or exclusion cannot lawfully be excluded.

OI are not liable to you in any way for any indirect, special, incidental, punitive or consequential damages of any character, including without limitation damages for loss of goodwill, work stoppage, computer failure or malfunction, loss of data, loss of productivity or contract or any and all other commercial damages or losses. If the course damages your device or digital content belonging to you and this is caused by OI's failure to use reasonable care and skill, OI will either repair the damage or pay you compensation, limited to the amount you have paid for the course(s). This excludes damage which you could have avoided by following our advice, e.g. following installation/download instructions, or having in place the minimum system requirements as advised by us.

Applicability

No relaxation or delay by OI in exercising any right or remedy under these terms & conditions shall operate as waiver of that right or remedy or shall affect its ability to subsequently exercise that right or remedy. Any waiver must be agreed by OI in writing.

These terms & conditions are governed by and construed in accordance with English law; and the courts of England will have exclusive jurisdiction to adjudicate any dispute arising under or in connection with the Agreement.

If any of these terms & conditions are found to be illegal, invalid or unenforceable by any court of competent jurisdiction, the rest of these terms & conditions shall remain in full force and effect.