

What cancellation fees apply if I choose to cancel my order?

For Events¹, IDAs² or Booked Services³:

Cancellation:

- If you choose to cancel an Event or IDA and give us written notice of such cancellation at least 21 calendar days prior to the Event or IDA, no cancellation fees will apply.
- If you choose to cancel an Event or IDA and give us written notice of such cancellation less than 21 calendar days but more than 7 calendar Days prior to the Event or IDA, you will be charged 50% of the agreed prices for the cancelled Booked Services and 100% of any expenses incurred by Insights as a result of such cancellation.
- If you choose to cancel an Event or IDA and give us written notice of such cancellation 7 calendar days or less prior to the Event or IDA, you will be charged 100% of the agreed prices for the cancelled Booked Services and 100% of any expenses directly incurred by Insights as a result of such cancellation.
- Any physical materials that have already been shipped prior to cancellation for use in the Event or IDA are non-refundable and non-returnable, unless otherwise agreed.

Postponement:

- If you choose to postpone an Event or IDA and give us written notice of such postponement at least 21 calendar days prior to the Event or IDA, no postponement fees will apply.
- If you choose to postpone an Event or IDA and give us written notice of such cancellation less than 21 calendar days but more than 7 calendar Days prior to the Event or IDA, you will be charged 10% of the agreed prices for the Booked Services to be postponed and 100% of any expenses directly incurred by Insights as a result of such postponement. This postponement option can only be used once per Event or IDA, following which our cancellation terms above will apply.
- Insights cannot offer any postponement option where you have given notice to us 7 calendar days or less prior to the Event or IDA. Any cancellation or postponement notice received 7 calendar days or less prior to the Event or IDA will incur a charge of 100% of the agreed prices for the cancelled/postponed Booked Services and 100% of any expenses directly incurred by Insights as a result of such cancellation, as set out above.
- Any physical materials that have already been shipped for use in the Event or IDA prior to postponement are non-refundable and non-returnable, unless otherwise agreed.

¹ An “Event” is a workshop, course, or other meeting which is set to occur on a specific date or specific dates, and for which products or services are ordered by you.

² An “IDA” is a multi-day train-the-trainer course at which Insights or licensee trains individuals to use and deliver specific Products.

³ A “Booked Service” is a service that is to be provided by Insights to you on a specific date or at a specific Event or IDA.

Material Only Orders

- Except for materials that are considered faulty as outlined below, we do not accept the return of, or offer any refund for, any materials which have already been shipped to you. Where materials have not been shipped but already paid for, Insights may offer a refund at its sole discretion, but is not obliged to do so.

For Online/Virtual Products or Content

- Unless our online/virtual products or content is faulty, you will be charged for all online products and/or content which you have ordered. We do not offer refunds in respect of any online products and/or content which you have started to download. Where you have not started to download online products and/or content, Insights may offer a refund at its sole discretion, but is not obliged to do so.

For Online Units

- We do not offer returns or refunds in relation to online units.

How can I cancel my order?

If you want to cancel your order, contact us through the contact email address you placed the original order with or your account manager. If those are unavailable, please use the below:

- Telephone – +45 72345900
- E-Mail - denmark@insights.com

What if the materials, online products and/or content are faulty?

You will be entitled to either a full refund or replacement, at Insights' sole discretion, of any goods which are agreed by the parties to be faulty or not fit for the contracted purpose, provided that you tell us about any patent faults within 48 hours of your receipt of the goods and such faults were caused by Insights. Insights will not be liable for any faults to the extent that such faults were not caused by Insights.

To report a fault please contact the email address you placed the original order with or your account manager. If those are unavailable, please use the below:

- Telephone – +45 72345900
- E-Mail - denmark@insights.com