



Customer Guarantee

At PRT-Training, we are committed to providing exceptional learning experiences and ensuring your satisfaction. We believe in the quality and effectiveness of our courses and services, and we stand behind them with our customer guarantee. This guarantee is designed to give you peace of mind and confidence when choosing our services.

Our Guarantee To You:

Quality Instruction: We guarantee that our courses and services are delivered by experienced instructors who are experts in their fields. They will deliver engaging and informative sessions that meet the highest standards of professional instruction.

Relevant and Up-to-Date Content: We guarantee that the training content we provide will be current, relevant, and aligned with industry best practices. Our courses are regularly reviewed and updated to reflect the latest guidance and policies in the industry.

Interactive Learning Environment: We guarantee a dynamic, interactive learning environment that fosters active participation and engagement. Our training sessions are designed to encourage collaboration, discussions, and hands-on activities to enhance the learning experience.

Comprehensive Course Materials: We guarantee that all necessary course materials, including manuals, handouts, and digital resources, will be provided to support your learning journey. These materials are designed to supplement the training sessions and serve as valuable references beyond the course duration.

Money-Back Option:

In addition to our customer guarantee, we offer a money-back option to ensure your satisfaction and address any concerns you may have. If, for any reason, you are not completely satisfied with our training programme, you are eligible for a refund subject to the following conditions:

Request for Refund: To initiate the refund process, you must submit a written request within 30 days of completing the training or service. The request should clearly state the reasons for your dissatisfaction and any specific areas where you feel the programme or service did not meet your expectations.

Attendance and Participation: To qualify for a refund, you must have attended and actively participated in all scheduled training sessions or services. We believe that active engagement is essential for a meaningful learning experience, and we expect our participants to be fully committed to the training programme.

Assessment of Refund Request: Upon receiving your refund request, we will review it thoroughly and assess the validity of your concerns. We may contact you for further clarification or to discuss potential resolutions.

Refund Processing: If your refund request is approved, we will process the refund within 30 days of the approval date. The refund will be issued using the original payment method used for the training programme registration.

Please note that our money-back option is intended to address situations where the training programme or service falls short of our guarantee and your reasonable expectations. We encourage open communication throughout the training process to address any concerns promptly and provide opportunities for resolution.

Conclusion:

At PRT-Training, we value your trust and are committed to delivering exceptional training experiences. Our customer guarantee and money-back option are a testament to our dedication to your satisfaction. We strive to continuously improve our programmes and provide you with the knowledge and skills you need to succeed in your professional endeavours. Choose PRT-Training and with confidence, knowing that we are invested in your fire safety and educational journey.