

Terms and Conditions

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All purchases on our website are governed by the Terms and Conditions in force at the time of purchase. These Terms and Conditions may be modified from time to time.

ICTCP®

ICTCP B.V. ("ICTCP®"), the Institute for Certification and Training of Computer Professionals, is registered with the Chamber of Commerce Haaglanden in The Hague under number 85213314.

Products and Services

The prices of our courses and exams are listed on our website. Prices may change from time to time. Also, we and/or our partners may issue discount codes from time to time. The price paid at the time of ordering is final; price changes and discounts cannot be applied retroactively. There are no additional costs for books or other study materials. However, we may refer from time to time to optional books or other materials; the costs for such optional materials are not included.

For exams, payment gives access to one (1) attempt, valid for as long as the exam is part of our portfolio. An "attempt" is defined as the act of **starting** the exam, regardless of whether or not any answers are submitted. For courses, payment gives access to the video lessons and any associated materials, valid for as long as the course is part of our portfolio.

Courses and exams may be updated from time to time, or withdrawn from our portfolio altogether. Should we intend to withdraw a course or exam from our portfolio, buyers will receive at least three (3) months' notice. Once a course or exam has been withdrawn from our portfolio, buyers will no longer have access to it. If a course or exam is withdrawn from our portfolio, buyers will receive a full refund **only** if no part of the content has been accessed. Buyers will **not** be entitled to a refund if any part of the content has been accessed.

Payment must be made in advance, using the link on our website. Payment in installments is not possible. Products and services other than those listed above, such as individual tutoring or counseling, are not included in the cost of courses and exams.

ICTCP® cannot be held liable for technical or editorial errors on this website, nor for any consequential damages or losses suffered as a result of the use or temporary non-availability of this website.

Refunds

Our courses and exams ("the content") are digital products. You can request a refund for your order within fourteen (14) days of your purchase (the "cooling-off period"), as long as no part of the content has been accessed. By ordering a digital product, you agree that you can no longer request a refund once any part of the content has been accessed. Refunds will be processed within fourteen (14) days.

Property and Copyright

ICTCP® is and remains owner and copyright holder of the courses and exams on its website. Upon payment, you are given access to these courses and exams only for your own personal use. You may not copy, license, sublicense, sell or give away access to our materials to any third party in any way.

Should you infringe upon our copyright, you forfeit an immediately due and payable penalty of US\$100,000 per infringement, without prejudice to our right to claim specific damages and without prejudice to the other rights that we may have by virtue of law or our Agreement. Willful infringement can also result in criminal penalties, including imprisonment and fines.

Complaints and Disputes

All disputes arising out of or in connection with our Agreement shall first be attempted by ICTCP® and you to be settled through consultation and negotiation in good faith and a spirit of mutual cooperation. Submit a ticket to start the procedure. All complaints will be treated as confidential. You will normally receive a reply within seven (7) working days. If we need more time to investigate and deal with your complaint, you will receive an acknowledgement within seven (7) working days, in which we will explain the delay and give you an indication of when the issue can be expected to be resolved. All complaints and their settlements will be registered and kept on file for two (2) years.

If you do not agree with the outcome reached, you can file an appeal with Benito Boer, LLM (partner with [Alt Kam Boer advocaten](#)), an independent third party whose decision will be binding for both parties. There is a US\$100 fee to file such an appeal, which will be reimbursed in full within fourteen (14) days if the case is decided in your favor (but not if the claim is determined to be unfounded).

Governing Law

The Agreement shall be governed by the laws of The Netherlands. All disputes that are not settled within a period of thirty (30) days from the date the relevant dispute first arose may be submitted to the competent Court of The Hague, The Netherlands.

Severability

In the event that any provision(s) of these Terms and Conditions shall be held invalid or unenforceable by a court of competent jurisdiction or by any future legislative or administrative action, such holding or action shall not negate the validity or enforceability of any other provisions hereof.