

Refunds & Complaints Policy – Auctore Limited

Last updated: 01 January 2026

This Refunds & Complaints Policy applies to **individual consumers** who purchase access to Auctore Limited's online training courses in a personal capacity.

It should be read alongside our:

- Website Terms and Conditions
- Consumer Checkout & Course Access Terms
- Privacy Policy

1. About Us

Auctore Limited ("**Auctore**", "**we**", "**us**", or "**our**") provides online cyber risk awareness training.

Registered address:

Level 37, 1 Canada Square
Canary Wharf
London
E14 5AA
United Kingdom

Contact email: support@auctore.com

2. Digital Content and Refunds – Key Principles

Our courses are supplied as **digital content**.

Under UK consumer law:

- Digital content must be **as described, fit for purpose**, and supplied with **reasonable care and skill**
 - Refund rights differ depending on whether content has been accessed and whether a fault exists
-

3. Cooling-Off Period

Normally, consumers have a **14-day cooling-off period** to cancel online purchases.

However, where you purchase digital content from us:

- You agree at checkout that access to the course will begin immediately, and
- You acknowledge that your **right to cancel ends once access to the course is provided**

This consent is obtained before purchase is completed.

As a result, **refunds are not available simply because you change your mind after accessing the course.**

4. Faulty or Misdescribed Digital Content

If the digital content you purchase is:

- Not as described, or
- Not supplied with reasonable care and skill, or
- Not fit for purpose,

you may be entitled to a remedy under consumer law.

Depending on the issue, we may:

- Repair or fix the content,
- Provide replacement access, or
- Offer a partial or full refund where appropriate

We may ask for reasonable information to help us investigate the issue.

5. Technical Issues

We are not responsible for issues caused by:

- Your device, operating system, or internet connection
- Unsupported browsers or outdated software
- Network restrictions outside our control

Refunds will not normally be issued where a problem arises solely from these factors.

6. Course Availability

If a course becomes unavailable **before you have accessed it**, we will provide a full refund.

If access has already been provided, refunds will be assessed in line with Sections 3 and 4 above.

7. How to Request a Refund or Raise a Complaint

To request a refund or make a complaint, please contact us at:

Email: support@auctore.com

Please include:

- Your name
- The course purchased
- Date of purchase
- A brief description of the issue

8. Complaints Handling

We aim to handle complaints fairly, transparently, and promptly.

Our process:

1. We will acknowledge receipt of your complaint within **5 working days**
2. We will investigate the issue and respond within **14 working days** where possible
3. If more time is required, we will keep you informed

We aim to resolve complaints without unnecessary delay.

9. Chargebacks and Payment Disputes

If you believe a charge has been made in error, please contact us first so we can try to resolve the issue.

Initiating a chargeback without contacting us may delay resolution and limit the information available to resolve the dispute.

10. Changes to This Policy

We may update this Refunds & Complaints Policy from time to time to reflect changes in law or our practices.

The version in force at the time of your purchase will apply.

11. Governing Law

This policy is governed by the laws of **England and Wales**.

Nothing in this policy affects your statutory rights as a consumer.