

Online Payment and Refund Policy

1. Płatności

- **Available Payment Methods:** You can pay for training services online via the Axepta BNP Paribas payment gateway. We accept payments by credit and debit cards, as well as other payment methods offered by Axepta.
- **Transaction Security:** All transactions are secured and processed according to the highest security standards. Payment card data is encrypted and not stored by our system.
- **Payment Confirmation:** After completing the payment, you will receive a registration confirmation for the training and transaction details at the email address provided.

2. Refunds and Cancellations

- **Right to Cancel:** You have the right to cancel your participation in the training and withdraw from the contract up to 7 business days before the start date of the training, counting from the day the written withdrawal statement is received by Compendium Education Center Sp. z o.o. To exercise your right to cancel, please contact our customer service department (szkolenia@compendium.pl).
- **Refund Procedure:** In the event of a cancellation, if it is made within the required period and the training has not yet started, you are entitled to a full refund. If the training has already started, you are not entitled to a refund.
- **Payment Refund:** Upon approval of the cancellation, we will refund the full or proportional amount of the payment within 14 business days, using the same payment method that was used for training registration.
- **Complaints:** If the training does not meet your expectations or is not as described, please submit a complaint to the following email address: szkolenia@compendium.pl. Complaints are handled individually within 14 business days.

3. Schedule Changes

- **Change of Training Date:** We reserve the right to change the training date in case of unforeseen circumstances. In such cases, participants are entitled to cancel and receive a full refund or choose an alternative training date.
- **Training Cancellation:** In the event that the training is canceled by the organizer, the participant will receive a full refund of the paid amount or will be offered another date to attend the training.

4. Contact

- If you have any questions regarding payments, refunds, or complaints, please contact us at szkolenia@compendium.pl.