

GENERAL TERMS AND CONDITIONS

MANNAZ A/ S

www.mannaz.com

Introduction

The following terms and conditions apply to the purchase of products at www.mannaz.com for delivery in Denmark, unless otherwise expressly agreed.

Product information

The essential features of a product are described at www.mannaz.com. For additional information and questions about existing information, please send an email to Mannaz A/S at info@mannaz.com.

Prices

All prices are current and valid on the day of ordering only. Prices change on an ongoing basis – sometimes from one day to another. The Buyer will be invoiced the price valid on the day of ordering.

All prices include materials and meals, but exclude VAT and travel, unless stated otherwise. Mannaz reserves the right to change the prices and is not liable for errors and omissions.

Enrolment and purchase

You can enrol online at www.mannaz.com 24/7 or by calling us. See contact information here: www.mannaz.com/contact.

When enrolling, you must state your EAN No., User ID, PO No. or similar if your company requires this to appear on the invoice. Invoices are issued immediately upon enrolment.

For online orders you may also elect to pay by credit card. In order to use this option, you must be at least 18 years old and the holder of a valid payment card that we accept. Online payments are subject to the current card fee rate.

When you are ready to order, please enter your name, address, email address, telephone number and payment method, and then click “Pay online”.

A binding agreement between the Buyer and Mannaz A/S has not been entered into until Mannaz A/S confirms the order and accepts the Buyer’s offer by confirming receipt.

As a rule, your enrolment is personal and binding. See, how we manage your personal data here: <https://www.mannaz.com/en/about-us/personal-data-policy/>

Collective enrolment in several courses

If you enrol in several courses as a collective training programme, you will receive an invoice for each course. If you deregister from one of the courses of your training programme, you will be invoiced the full price of the courses that you completed.

Deregistration and transfer

Deregistration or transfer to another course date can occur if this is done in writing (letter or email) as per the guidelines below:

- **Up until 6 weeks prior to course start:** free of charge
- **Between 6 and 4 weeks prior to course start:** 25% of the course price will be charged
- **Between 4 and 2 weeks prior to course start:** 50% of the course price will be charged
- **Less than 2 weeks prior to course start:** 100% of the course price will be charged

If you are unable to attend the course due to illness or for any other reason, a colleague may take your place on the course.

Cancellation

In order to maintain the quality of our courses, we reserve the right to cancel courses. This could happen if, for example, the number of participants on a

course is deemed too low to enable the participants to gain the maximum benefit from the course.

Should this happen, we will naturally offer a spot on the next available course with the same content. If a spot on a future course is not convenient, a credit note will be issued immediately for the course in question.

Invoicing

The full course price is invoiced immediately upon enrolment. The payment terms are 30 days from date of invoice.

It is possible to split an invoice into instalments. Instalment invoicing is subject to a fee per invoice. Please contact Mannaz if you want to split your invoice. One invoice can be split into a maximum of three instalments.

Missing invoice information

Missing invoice information in the form of correct company name, EAN number, purchase order number, etc. will require re-invoicing and is subject to a fee.

Missing payment

Late payments are subject to interest (1,8%) for each month or part of a month as well as a reminder fee of DKK 250.

Payment

The card information you enter when you purchase our products will be transferred through the www.mannaz.com payment gateway (QuickPay) directly to NETS in an encrypted format (SSL). Hence, no one else will see or store the information about you. When making a purchase with a combined credit/debit card or any other credit card, the amount will be charged to your account as soon as you receive confirmation from us that we have received your order.

At www.mannaz.com, you can pay with the following cards:

Dankort, Visa, Visa Electron, MasterCard, Maestro & JCB and American Express.

Complaints and Appeals Policy

Your purchase is covered by the Danish Sale of Goods Act, including the regulations on defects. Naturally, the claim must be justified. This means that you can either have a defect product exchanged, get your money back or get a discount on the price, depending on the specific situation.

If you would like to file an official complaint about our courses, our service or other matters, please do so in writing by email to info@mannaz.com. We commit ourselves to answering your complaint as soon as possible and no later than 4 workdays.

Any claim regarding defects on delivered products must be reported to Mannaz A/S immediately after the Buyer has received the product (no later than on the day after receipt of the product) by email to info@mannaz.com. Remember to state order number and customer ID). Otherwise the Buyer will lose his or her right to assert the claim. Please state, and, if requested, demonstrate, the nature of the defect.

If you have a complaint in connection with your exam in PRINCE2® or PRINCE2 Agile®, or if you have objections to your exam result, you have the right to escalate this directly to PeopleCert, the official examination institute for all exams in PRINCE2® and PRINCE2 Agile®. Please see PeopleCert's terms of service for further information: <https://www.peoplecert.org/terms-of-service-and-privacy-policy>

Right of cancellation

In order to enforce the right of cancellation, you must inform us no later than 14 days after purchasing the product. You may use the standard right-of-cancellation form below if you wish to cancel your purchase.

If the Buyer informs Mannaz A/S that he or she regrets their purchase within 14 days of the purchase, Mannaz A/S will reimburse the amount received.

The monies will be credited to the credit card that was used for the purchase. For security reasons, we are unable to reimburse funds to other credit cards. There may be exceptions to this if the payment card used for the purchase has been replaced by a new payment card in the meantime.

Some products are not subject to right of cancellation, or the Buyer may lose the right of cancellation. In our order confirmation, we will clarify if the right of cancellation does not apply to the product, e.g. due to the nature of the product.

You may use the standard right-of-cancellation form below if you wish to cancel your purchase:

To Mannaz A/ S, Farvergade 8, 2. sal, DK-1463 København:

- I/we (*) hereby wish to enforce my/our (*) right of cancellation in connection with my/our (*) purchase order for the following products (*)/ delivery of the following services (*)
- Ordered on (*)/received on (*)
- Name(s) of consumer(s)
- Address(es) of consumer(s)
- Signature(s) of consumer(s) - only if the form is submitted as a paper copy
- Date

(*) Please cross out the portion that does not apply.

Disclaimer and warranty

Mannaz A/S is not liable for any direct or indirect losses due to ordered products arriving late to the Buyer or the ordered products having defects, when delays or defects are due to the Buyer's action or omission or circumstances which are beyond Mannaz A/S' control, such as war, riots, civil strife, fire, government interference, seizure, currency restrictions, labour disputes of any kind, including strikes and lockouts, or similar.

Personal data - Protection of personal information

We take care of your personal data and treat them with respect. Read more about this and how to use your data rights here: <https://www.mannaz.com/en/about-us/personal-data-policy/>

Cookies

By using www.mannaz.com, you accept that we use cookies. A cookie is a small data file that we place on your computer to keep track of what happens during your visit and in order to recognise the computer. A cookie is not a program and does not contain any virus.

If you would like to learn more about which cookies are used at www.mannaz.com, and how to delete cookies, please click here: <https://www.mannaz.com/about-us/cookies/>

Subject to change

Mannaz A/S reserves the right to change and update the rules and conditions that apply to the website www.mannaz.com. It is therefore important that you stay up to date to see if any changes have been made.

Useful links

PBS - Pengeinstitutternes Betalings Service (Direct Debit): www.pbs.dk

FDIH / Forbrugerrådet (Danish e-Commerce Association): www.fdi.dk

Forbrugerstyrelsen (Danish Consumer Agency): www.forbruger.dk

Forbrugerrådet (Danish Consumer Council): www.forbrugerraadet.dk

Forbrugerinformation (Consumer Information): www.forbruger.dk