

# Terms & Conditions

## ***Tailored Leadership Training, Consulting & Advisory services provided to B2B customers by Fire & Shield***



### **Terms & Conditions**

- ***All prices in any offer are in DKK excl. VAT. Payment terms are 8 days unless otherwise agreed***
- ***Payment in full at time of order, unless otherwise agreed.***

### **Confidentiality**

- *Fire & Shield agrees not to disclose any confidential information obtained during the preparation or execution of our services to anyone, unless required to do so by law.*
- *Confidential information includes: Invention description(s), technical and business information relating to proprietary ideas and inventions, ideas, patentable ideas, trade secrets, drawings and/or illustrations, patent searches, existing and/or contemplated products and services, research and development, production, costs, profit and margin information, finances and financial projections, customers, clients, marketing, and current or future business plans and models, regardless of whether such information is designated "Confidential Information" at the time of disclosure.*

### **Cancellation**

- *If the customer terminates or cancels the order, Fire & Shield will not return the payment, regardless of whether the service has been delivered in part or not at all. The customer can choose to receive other services of similar value to the payment instead, within 6 months from the payment date, unless otherwise agreed.*
- *The customer can change dates for any training module with 3 working days' notice free-of-charge, to another date within reasonable time. With later changes, 30% of the training fee is still due as compensation for planned time, unless otherwise agreed.*
- *If any of the Fire & Shield trainers are unable to undertake the agreed training, it is the responsibility of Fire & Shield to deliver alternative trainers of a similar quality and experience or to help the customer reschedule at a suitable time for both parties.*

### **Complaints**

- *If the customer is unhappy with the service received, Fire & Shield must be notified within 3 working days from when the service was undertaken. Fire & Shield will redo the service if necessary. Fire & Shield will not return the payment.*

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