TERMS OF SALE & SUBSCRIPTION

PLEASE READ CAREFULLY THE FOLLOWING.

Digital Downloads

Electronic editions (PDFs, ebooks) of INSOURCES Blog, TD Magazine and other publication downloads are property of INSOURCES. They are solely for individual use/viewing and are not meant to be printed or edited. You may download the file to your device(s) for personal use only. You may not email, sell, or otherwise transfer any downloaded file or your download rights to another user.

For most INSOURCES publications, a hard copy/print version is available for purchase.

Virtual Content and Recordings

INSOURCES virtual content, including conference session recordings, member-only videos, virtual conferences, webinars, or any other type of recorded or live presentation made available is property of INSOURCES (unless otherwise noted) and is for individual use and viewing only.

Schedule Changes

Dates and times are subject to change. If the details of the event change (such as a time change), you will be notified through email.

Single Use

Virtual content and recordings purchase and access is single use only. Sharing of account or login information is not permitted. Multiple computers accessing a webcast or virtual conference simultaneously from the same account is not permitted. Questions on enterprise access to INSOURCES content or membership can be directed to the INSOURCES Enterprise Solutions team by email: info@insources.com.au.

Typographical Product Errors

In the event a product is listed at an incorrect price or with incorrect information due to a typographical error or an error in pricing or product information received from our suppliers, INSOURCES reserves the right to refuse or cancel any orders placed for product listed at the incorrect price. If your credit card has already been charged for the purchase and your order is cancelled, INSOURCES will immediately issue a credit to your credit card account in the amount of the charge.

Product Guarantee

All of INSOURCES' products available for sale through the INSOURCES website are guaranteed against defects for 30 days from the date of sale/invoice. Except as expressly

stated herein, INSOURCES makes no representations or warranties either expressed or implied, of any kind with respect to products sold on the INSOURCES site, including any warranties of merchantability or fitness for a particular purpose. You agree that the sole and exclusive maximum liability to INSOURCES arising from any product sold on the INSOURCES sites shall be the price of the product ordered. INSOURCES, its directors, officers, employees, or other representatives will not be liable for special, indirect, consequential, or punitive damages related to product(s) sold.

REFUNDS AND TRANSFER POLICIES

Workshops and face-to-face Programs

More than 5 business days prior to the start of the workshop/face-to-face Program.

- **Refunds**: Please send your cancellation request in writing to info@insources.com.au. Your refund or credit will be subject to a \$500 cancellation fee.
- **Credits**: In lieu of a refund, you may elect to keep the credit from the cancellation on your account to use for another program or Insources product, however all credits must be used within one (1) year of the date of issuance.
- Transfer to another education program: Participants or a representative of the organization that paid for the registration may transfer their registration to another education program of equal or lesser value free of charge. The transfer request must be received in writing to info@insources.com.au.

5 business days or less prior to the start of the workshop/face-to-face Program

- Refunds or Credits: No refund or credit will be issued.
- Participant substitutions: If you are unable to attend and it is less than five (5) business days before the start of the education program, you may send a replacement, with written notice to Insources at info@insources.com.au. If you are unable to send a replacement, you forfeit your registration fee. Participant substitutions may be made at any time by the registrant or a representative of the organization that paid for the registration with written notification to Insources at info@insources.com.au.
- Transfer to another education program: A \$50 transfer charge will be applied.

Webinars and Self-Paced Education Programs

Webinars are only available for use by the purchaser and cannot be shared. Refunds or program substitutions will not be issued once the Webinar, module, or materials have been accessed.

Online Self-Paced Learning programs are only available for use by the purchaser and cannot be shared. Online Self-Paced Learning programs are available for six months after the date of purchase. A full refund will be issued to the original form of payment if cancellation is requested within 7 days of purchase. After 7 days, refunds will not be issued once the program materials or modules have been accessed.

Consulting services including internal audits, validations, and general support services

Insources provides consulting and support services on the understanding that Clients' exercise their own skill and care with respect to their use. Before relying on the material in any important matter, users should carefully evaluate the accuracy, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their circumstances.

By using our consulting and support services, the Client waives and releases Insources Group Pty Ltd to the full extent permitted by law from all claims relating to the usage of product or the provision of advice and under no circumstances whatsoever shall Insources Group Pty Ltd be deemed to assume any responsibility for or obligation or duty with respect to the Client's business.

Consulting services and support provided is delivered as a business to business transaction. If you wish to cancel the service contracted, you can do so in writing via email at: info@insources.com.au. Any scheduled payments due after the cancellation date will be voided. No refunds will be given for a cancelled service.