

# Terms and Conditions

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## 1. Introduction

These Terms and Conditions govern your use of the Qudrane platform ([www.qudrane.com](http://www.qudrane.com)) and the purchase and access of online courses offered through it. By creating an account or purchasing a course, you agree to be bound by these terms. Please read them carefully before proceeding.

Qudrane is operated as a trading name. References to “Qudrane”, “we”, “us” or “our” refer to the operator of this platform. References to “you” or “your” refer to the individual accessing or using the platform.

## 2. Eligibility

You must be at least 18 years of age to create an account or purchase a course on Qudrane. By registering, you confirm that you meet this requirement and that the information you provide is accurate and complete.

## 3. Account Registration

To access course content, you must create an account by providing a valid email address and setting a password. You are responsible for:

- Maintaining the confidentiality of your account credentials
- All activity that occurs under your account
- Notifying us immediately at [support@qudrane.com](mailto:support@qudrane.com) if you suspect unauthorised access to your account

We reserve the right to suspend or terminate accounts that violate these terms or that we reasonably believe have been compromised.

## 4. Course Access and Licence

Upon successful payment, Qudrane grants you a personal, non-exclusive, non-transferable licence to access the purchased course content for a period of 365 days from the date of purchase (the “Access Period”).

During the Access Period, you may:

- Access the course content for your own personal study and professional development
- Complete the course at your own pace
- Download and print materials where explicitly permitted

You may not:

- Share your account credentials or course access with any other person
- Reproduce, distribute, or publicly display course content in any form
- Use course content for commercial purposes, including resale or redistribution
- Record or screen-capture video or audio content within the platform

Access expires automatically at the end of the 365-day period. We will send you a reminder approximately 14 days before expiry. No automatic extensions or refunds are provided upon expiry.

## 5. Examinations and Awarding Bodies

Qudrane courses are independent exam preparation and professional development courses. They do not include the official examination for any qualification.

Official examinations are set and administered by the relevant awarding body, such as the Chartered Institute for Securities and Investment (CISI) or the Association for Project Management (APM). You book and pay for

your examination separately and directly with the awarding body. Examination fees, official workbooks, and awarding body registration fees are not included in the price of any Qudrane course.

Qudrane is an independent training provider and is not affiliated with or endorsed by CISI or APM. References to their qualifications describe the examination that a course is designed to prepare you for.

## **6. Payments and Pricing**

All prices are displayed in British Pounds Sterling (GBP). Payments made on the Qudrane platform are processed securely through Stripe. Qudrane does not store your card details. By completing a purchase on the platform you agree to Stripe's terms of service in addition to these terms.

Where you purchase a course through an authorised third party marketplace (such as Reed.co.uk), payment is collected and processed by that marketplace under its own payment terms. All other provisions of these terms, including the course access licence in Section 4, apply to marketplace purchases in the same way as purchases made directly on the platform.

Promotional discount codes are valid for a limited time and subject to their own conditions. Only one discount code may be applied per purchase.

## **7. Refund Policy**

You have the right to request a refund within 14 days of purchase in accordance with UK Consumer Contracts Regulations 2013. However, by accessing the course content you acknowledge that you are requesting immediate performance of the contract, and you may lose your right to a 14-day cancellation period once you have begun accessing the content.

Refund requests are reviewed individually and are not automatically approved. To request a refund, please contact us at [support@qudrane.com](mailto:support@qudrane.com) with your order details. Approved refunds will be returned to the original payment method within 5 to 10 business days.

If you purchased your course through a third party marketplace, please contact us at [support@qudrane.com](mailto:support@qudrane.com) with your order reference and the name of the marketplace. Approved refunds for marketplace purchases are processed through the original marketplace to your original payment method and may be subject to that marketplace's own timescales.

We reserve the right to decline refund requests where course content has been substantially accessed or where we have reasonable grounds to believe the request is made in bad faith.

## **8. Intellectual Property**

All course content, materials, audio, text, graphics, and other assets available on the Qudrane platform are the intellectual property of Qudrane or its licensors and are protected by applicable copyright and intellectual property laws.

Nothing in these terms transfers any intellectual property rights to you. Your licence to access course content is personal and limited to your own study, as described in Section 4.

If you believe that any content on the platform infringes your intellectual property rights, please contact us at [support@qudrane.com](mailto:support@qudrane.com).

## **9. Platform Availability**

We aim to make the Qudrane platform available 24 hours a day, 7 days a week. However, we do not guarantee uninterrupted access and we are not liable for any downtime caused by maintenance, technical issues, or circumstances beyond our control.

We reserve the right to modify, suspend, or discontinue any part of the platform at any time, including course content, with or without notice. Where a course is materially changed or removed during your Access Period, we will endeavour to notify you and offer a reasonable remedy.

## 10. Acceptable Use

You agree not to use the Qudrane platform to:

- Violate any applicable law or regulation
- Attempt to gain unauthorised access to any part of the platform or its underlying systems
- Introduce malicious code, viruses, or other harmful material
- Engage in any conduct that disrupts or interferes with the platform or other users
- Misrepresent your identity or impersonate any person

## 11. Disclaimer of Warranties

Course content on Qudrane is designed to support your study and professional development. We make reasonable efforts to ensure content is accurate and up to date, but we do not warrant that:

- Content is free from errors or omissions
- Completion of a course guarantees a particular examination result or professional outcome
- Content meets the requirements of any specific employer, regulator, or awarding body

The platform and all content are provided on an “as is” basis without warranties of any kind, express or implied, to the fullest extent permitted by applicable law.

## 12. Limitation of Liability

To the fullest extent permitted by law, Qudrane shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the platform or course content, including but not limited to loss of earnings, loss of data, or failure to achieve a professional qualification.

Our total liability to you for any claim arising from your use of the platform shall not exceed the amount you paid for the course giving rise to the claim.

Nothing in these terms limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

## 13. Data Protection and Privacy

We collect and process your personal data in accordance with applicable data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We collect your name and email address to provide you with access to the platform and to communicate with you about your account and purchases. Where you purchase through a third party marketplace, that marketplace passes us the details we need to set up your account and deliver your course. We do not sell your personal data to third parties.

If you opt in to marketing communications during registration, we may send you emails about new courses, updates, and promotions. You may unsubscribe at any time by clicking the unsubscribe link in any marketing email or by contacting us at [support@qudrane.com](mailto:support@qudrane.com).

## 14. Changes to These Terms

We reserve the right to update these terms at any time. We will notify you of material changes by email or by displaying a notice on the platform. Your continued use of the platform after changes take effect constitutes your acceptance of the revised terms.

## 15. Governing Law

These terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these terms or your use of the platform shall be subject to the exclusive jurisdiction of

the courts of England and Wales.

## **16. Contact Us**

If you have any questions about these terms, please contact us at:

Email: [support@qudrane.com](mailto:support@qudrane.com)

Website: [www.qudrane.com](http://www.qudrane.com)