



“A Money Back Guarantee”

Conditions:

1. An Evaluation Form must be completed at the conclusion of the course in question and should include contact details.
2. Each request needs to be supported by a senior manager's letter and a completed request form.
3. The request for 'money back' must be received at the Institute's Head Office no later than five working days after the conclusion of the course.

Email: training@boinz.org.nz

Address: PO Box 11424, Manners Street, Wellington 6142

Fax: 04 473 6004

4. Requests should include reasons for dissatisfaction and completed on the Request Form.
5. Once a decision has been made no correspondence will be entered into.