

Terms & Conditions

Terms & Conditions, Copyright, and Disclaimers

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Class Cancellation & Reschedule Policy

Please notify INE as soon as you know that you cannot attend a class; your cancellation options will vary depending on the amount of notice you provide.

Refunds for instructor-led courses are not permitted for any reason. If you cannot attend an instructor-led course and you notify INE in writing at least 45 days before the course start date, you will receive a store credit that you may apply to another purchase. This store credit will expire in 180 calendar days and is not transferrable.

If for any reason you need to reschedule a course, you must notify INE in writing at least 45 days before the course start date. At the discretion of INE, 15% of the base course price may be required as a rescheduling fee.

Rescheduling within 45 days of a course start date will result in a fee equal to 25% of the base course price. Failure to attend your scheduled course without prior written notification will be considered a "no show," and the full course price will be forfeited.

INE reserves the right to cancel or reschedule any course. INE shall not be liable for lost travel expenses or any other expenses related to a cancelled class or service. Courses whose dates are shifted no more than 60 days, ahead or back, from the original date shall be considered "rescheduled," not "cancelled." INE is not liable for any expenses incurred as a result of the rescheduled course.

Member Account Security

If any services require you to open an account, you must complete the registration process by providing us with current, complete, and accurate information as prompted by the applicable registration form. You also will choose a password and a user name. You are entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are entirely responsible for any and all activities that occur under your account (excluding any breaches of your account that occur within INE).

You agree to notify INE immediately of any unauthorized use of your account or any other breach of security. INE will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by INE that result from someone else using your account or password. You may not use

anyone else's account at any time.

Electronic Products

All electronic product purchases and pre-orders, including but not limited to lab workbooks, are final, nonrefundable, and nontransferable to any third party unless a prior licensing agreement is documented in writing. Electronic accounts suspected of being used by any party other than the purchaser or single intended recipient are subject to revocation without prior notice at the complete and sole discretion of INE. Accounts suspended in this manner will not be eligible for refund or store credit for any used or unused portion of the subscription. All electronic products are subject to copy-protection schemes, including, but not limited to, passwords, dynamic URLs, and unique and unremovable watermarks. Any discounts, price modifications, or special deals offered by our Sales team associates or website are valid only when purchased directly through INE.com by the end user and are not valid through any of INE's affiliates, partners, or resellers.

Printed Products

All printed product sales, including but not limited to lab workbooks, are final and nonrefundable. Exchange is permitted for the same product due to a damaged shipment within 48 hours of receipt by the customer. Return and exchange shipping are the sole responsibility of the customer, except at the discretion of INE. Any discounts, price modifications, or special deals offered by our Sales team associates or website are valid only when purchased directly through INE.com by the end user and are not valid through any of INE's affiliates, partners, or resellers.

Purchase Order Payment Terms

We are happy to accept purchase orders. The purchase order payment terms are 2/10 NET 30 from the invoice date. You can pay your purchase orders by credit card, check, or bank transfer. A 1.5% per month (18% APR) late penalty will be added to all invoices not paid by the due date.

Price Changes & Refunds

Product pricing is subject to change without notice. If the price of a purchased product drops within 48 hours of the original purchase date, a store credit will be issued for the price difference, if full price was originally paid for the product. This offer does not apply to any special deals or discounts you may have already received. This store credit is nontransferable and expires 180 days from the date of the original purchase. All sales, including pre-orders, are final and nonrefundable, except at INE's sole discretion if the refund is requested in writing within 48 hours of purchase.

Content Updates

If you purchased a product within six months of a Cisco blueprint change announcement that affects that product, you will have free, automatic access to the updated product when it becomes available. Any errata or solutions guide updates made to workbooks will be posted in your Members account for the product you purchased.

All Access Pass members always have unlimited access to our entire catalog of 2,200+ streaming online products, including any and all updates made to these products.

Store Credits (Gift Certificates)

Store credits may be issued in a variety of cases. For class cancellation, price change credit, or other exchanging purposes, store credits will be valid 180 days from the issue date. After 180 days the credit will be void. Store credits may not be converted into a cash refund under any circumstance.

Mock Lab Assessments

Mock Lab exams cancelled 72 hours prior to the scheduled exam time are fully refundable, with the exception that any product or service related to the exam, including but not limited to exam material, has been received. Mock lab exams registered for or cancelled within 72 hours of the scheduled date and those that included delivered supplementary materials related to the exam are nonrefundable. Mock lab exams cancelled within 3 days of the scheduled date are ineligible for ANY refunds or store credit, except at the sole discretion of INE.

Equipment Rentals

Rescheduling of equipment rentals within 45 minutes of the scheduled start time is not permitted, and cancellations are ineligible for refunds or store credit, except at the discretion of INE. No warranty is given or liability incurred by INE related to the functionality or access to equipment during the said rental period. Credit related to equipment problems may be given at the discretion of INE depending on the nature of the problem. Please see the Rack Rentals page in your Members account for more information about INE equipment rentals.

Promotional Offers

Promotional offers may occasionally be available with specified purchases. The terms and conditions of any promotional offer are set out in the promotional material for such offer, which may vary from our standard terms and conditions. Please ask our Sales team for details if you have questions about any promotion.

Fees/Renewal/Refund Policies for All Access Pass Subscriptions

By starting your All Access Pass membership, you are expressly agreeing that INE is authorized to charge you a monthly membership fee at the current published monthly rate. Please note that prices and charges are subject to change with notice. The membership fee will be billed at the beginning of the paying portion of your membership and each month thereafter unless and until you cancel your membership. We automatically bill your Payment Method each month on the calendar day corresponding to the commencement of your paying membership. Membership charges are fully earned upon payment. In the event that your paying membership began on a day not contained in a given month, we bill your Payment Method on the last day of such month. For example, if you start your All Access Pass membership or become a paying member on January 31st, your next payment date is February 28th and your Payment Method will be billed on that date. For certain Payment Methods, the issuer of your Payment Method may charge you a foreign transaction fee or related charges. Check with your bank and credit card issuers for details. If for any reason you would like to cancel your All Access Pass membership, you can email billing@ine.com at any time. You will have use of your account and any products associated with the All Access Pass until your next billing date.

Your subscription to INE's All Access Pass will automatically renew at the end of each subscription term unless you terminate your subscription prior to the end of such subscription term. All Access Pass discounted downloads purchased during your subscription term will remain in your INE members account regardless of current subscription status.

Monthly Plans

- » Access to All Access Pass.
- » Automatically renews monthly until cancelled by Student.
- » Automatically renews on the same date of each corresponding month or on final date of month if no corresponding date (example: a January 31 subscription renews on February 28).
- » Fees are charged on renewal date.
- » Discounts, rebates, and other special offers only valid for initial term; subscriptions renew at the then-current full subscription rates.
- » INE may increase subscription fees for a subsequent subscription period at any time and for any reason, provided that INE provides notice at least thirty (30) calendar days prior to the expiration of the subscription.
- » INE may terminate the subscription and these Terms if it is unable to renew the subscription based on inaccurate or outdated credit card information.

Subscription fees are non-refundable. Student must cancel by emailing billing@ine.com within twenty-four (24) hours of his or her next billing date to cancel automatic renewal.

Annual Plans

- » Access to All Access Pass.
- » Automatically renews annually until cancelled by Student.
- » Subscription fees are non-refundable.
- » Discounts, rebates, and other special offers only valid for initial term; subscriptions may renew at the then-current full subscription rates.
- » INE may increase subscription fees for a subsequent subscription period at any time and for any reason, provided that INE provides notice at least thirty (30) calendar days prior to the expiration of the subscription.
- » INE may terminate the subscription and these Terms if unable to collect payment through a payment plan for the subscription based on inaccurate or outdated credit card information.

End User License Agreement

Review our [End User License Agreement](#).

This policy was last updated October, 2012. For more information on this policy or to buy or register for a product by phone, call toll-free 877-224-8987; 775-826-4344 outside the United States.

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