

Centre for Strategic Education Delivery and Refund Policy

Delivery Policy

After ordering online, you will receive an email confirmation containing your order details within a few minutes of ordering. A separate email containing your Tax Invoice will also be sent at the time of purchase.

Publications

We will attempt to send your goods via the postage method you selected during the checkout process, within two (2) working days; however if goods are unavailable delivery will take a little longer and we will advise you of this by email. If you wish to query a delivery please contact us via our Contact page.

Assessment Materials

These will be despatched by Express Post according to the schedule published for the May and October Programs. Once the release date has passed, orders will be despatched within 3 working days.

Refund & Returns Policy

Publications and Assessment Materials

If for any reason you are not completely satisfied with your purchase we will give you a 30 day money-back guarantee from the time you receive the goods. Please email us via our Contact page within that time if you are not satisfied with your purchase so that we can resolve any problems. This refund policy does not apply to goods which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product. All products must be returned in their original condition.

All postage and insurance costs are to be paid by the customer. We recommend that you return the product via Registered post and that you pre pay all postage. You assume any risk of lost, stolen or damaged goods during transit & therefore we advise you to take out insurance with your postal carrier.

CSE will not be responsible for parcels lost or damaged in transit.