

Updated September 2026

insightEx Terms of Sale Rev01

1. Introduction

These Terms of Sale apply whenever you purchase training, e-learning, InsightEx ONE membership, or other services ("Services") from InsightEx Ltd (Company No. 15729037) ("InsightEx", "we", "us", "our"), whether directly or via our Website. By placing an order, you agree to these Terms.

2. Our Services

We supply ATEX/IECEx compliance training, e-learning courses, membership programmes, and related compliance support, as described on our Website or in a quotation or order confirmation issued to you.

3. Orders and Payment

An order is accepted, and a contract formed, only when we issue a written order confirmation or invoice, or provide access to the relevant e-learning or membership platform. Payment is due in accordance with the terms stated on our invoice; we accept payment by the methods specified at checkout or on the invoice. Prices are shown in GBP and, unless stated otherwise, are exclusive of VAT, which will be added at the applicable rate.

4. Cancellations and Refunds

If you are a consumer purchasing at a distance (for example, online), you generally have the right to cancel within 14 days of purchase under the Consumer Contracts Regulations 2013, unless you have already started consuming a digital service or attended a live training session with your agreement. Where a course date is cancelled or rescheduled by you, please contact us as early as possible; cancellation charges may apply closer to the course date, as set out in your booking confirmation. For business customers, cancellation terms will be as set out in the relevant quotation or order confirmation.

5. Delivery of Training and Access

Live and virtual training will be delivered on the dates confirmed at booking. E-learning and membership access will be provided via login details sent to the email address you provide. You are responsible for keeping login details secure and must not share access with unauthorised users.

6. Our Liability

We will perform the Services with reasonable skill and care. To the fullest extent permitted by law, our total liability arising from any order is limited to the amount you paid for the relevant

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Services, except for liability which cannot lawfully be limited or excluded (including death, personal injury, or fraud).

7. Governing Law

These Terms of Sale are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

8. Contact Us

For any questions about an order, please contact jon@insightex.co.uk or accounts@insightex.co.uk for billing queries.