



REFUND & CANCELLATION POLICY

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Effective date: 13 October 2026

1. General Provisions

This Refund & Cancellation Policy ("Policy") establishes the conditions applicable to refund requests, order cancellations, and related payment adjustments for products and services purchased through the NEN Global Payment Portal.

This Policy applies to individual customers (B2C) and business customers (B2B), unless otherwise specified in a separate agreement or the conditions of the relevant service.

2. Cancellation Requests

Customers may request cancellation of an order by contacting NEN through its official communication channels.

Cancellation requests are subject to the status of the order, the nature of the purchased product or service, and any applicable conditions established by the relevant service provider.

An order may not be eligible for cancellation once the purchased service has been delivered, activated, used, or otherwise fulfilled, except where required by applicable law.

3. Examination and Service Vouchers

Examination vouchers, registration codes, digital access codes, and similar products may be subject to specific cancellation restrictions.

Once a voucher has been redeemed, activated, or used to register for an examination or access a service, it cannot be canceled or refunded, except where required by applicable law or expressly authorized by NEN or the relevant service provider.

Unused vouchers may be eligible for cancellation only where permitted under the applicable product conditions.

4. Refund Eligibility

Refund requests are reviewed individually, taking into consideration:

- Whether the product or service has been delivered or used.
- Whether the voucher or registration code has been activated or redeemed.
- The cancellation and refund rules of the relevant service provider.
- Any applicable contractual obligations.
- Mandatory consumer protection and other applicable legal requirements.

Submitting a refund request does not automatically guarantee approval.

5. Refund Processing

Where a refund is approved, NEN will arrange the refund through the original payment method where possible, or through another permitted payment method.

The time required for the refund to appear in the customer's account may depend on the bank, payment gateway, card network, or other financial institution involved.

6. Transaction Fees and Currency Conversion

Certain payment processing fees, banking charges, and currency conversion costs may be non-refundable.

Where permitted by applicable law, such charges may be deducted from the refunded amount if they were disclosed to the customer and are not recoverable from the relevant payment service provider.

Any currency conversion differences resulting from exchange-rate fluctuations or payment-provider procedures are governed by the Currency Conversion Policy.

7. Third-Party Services

Where a product or service is provided by an external examination body, certification provider, educational institution, or other authorized third party, additional cancellation and refund conditions may apply.

NEN will communicate the applicable conditions where relevant.

8. Contact and Refund Requests

Customers wishing to request a cancellation or refund should contact NEN through its official customer support channels, providing their order reference, payment confirmation, and relevant supporting information.

9. Applicable Law

This Policy is subject to applicable laws and mandatory consumer protection requirements. Nothing in this Policy limits any statutory rights that cannot lawfully be excluded.