



TERMS OF PAYMENT

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1. General Provisions

These Terms of Payment ("Terms") govern payments made through the NEN Global Payment Portal for educational, examination, certification, training, verification, and other products and services offered by NEN | National Education Network.

By completing a payment, the customer acknowledges and agrees to these Terms and any additional conditions applicable to the purchased product or service.

2. Products and Services

NEN may offer various products and services, including examination vouchers, certification services, training programs, educational services, verification services, and other related offerings.

The applicable product description, price, delivery conditions, and service-specific requirements are communicated during the ordering process or through the relevant agreement.

3. Payment Methods and Confirmation

Payments may be accepted through international debit or credit cards, electronic payment systems, bank transfers, or other payment methods made available through the NEN Global Payment Portal.

Payments are processed through authorized banks, payment gateways, and other payment service providers.

An order is considered paid only after successful confirmation of the relevant transaction.

4. Voucher Validity

Unless otherwise specified in the applicable product conditions, vouchers issued or supplied by NEN are valid for one (1) year from the date of issuance.

Vouchers must be redeemed within their applicable validity period.

Expired vouchers cannot be redeemed, extended, replaced, or refunded unless otherwise agreed in writing or required by applicable law.

Where the issuing examination or certification provider establishes a different validity period, the provider's specific conditions shall apply.

5. Voucher Activation, Usage and Cancellation

Once a voucher has been activated, redeemed, or used for examination registration or access to a service, it is considered used and cannot be canceled, exchanged, or refunded, except where required by applicable law.

Customers are responsible for reviewing the applicable examination or service requirements before redeeming their vouchers.

6. Voucher Ownership and Third-Party Use

Vouchers and service entitlements are intended exclusively for the authorized purchaser or designated beneficiary.

The resale, unauthorized transfer, redistribution, or use of vouchers by third parties is prohibited unless expressly authorized by NEN or the relevant service provider.

Purchases made on behalf of another person or organization require authorization where applicable.

7. B2C and B2B Purchases

NEN may offer different prices, discounts, promotions, and commercial conditions to individual customers (B2C) and business customers (B2B).

Special offers, promotional prices, and discounts designated for B2C customers are strictly intended for eligible individual end users and may not be used by B2B customers, resellers, agents, educational institutions, or other commercial organizations without prior written authorization from NEN.

NEN reserves the right to verify customer eligibility and reject, cancel, or adjust orders that do not meet the conditions of the relevant offer, subject to applicable law.

8. Pricing and Currency

Prices may be displayed and payments accepted in different currencies depending on the selected service, country, and available payment method.

Additional banking charges, payment processing fees, or currency conversion costs may apply.

The applicable Currency Conversion Policy and Tax & Fees Policy form part of these Terms.

9. Customer Responsibilities

Customers are responsible for providing accurate billing, identification, registration, and contact information.

Customers must use authorized payment methods and comply with all applicable service requirements.

NEN may request additional information where reasonably necessary for payment verification, fraud prevention, regulatory compliance, or service delivery.

10. Refunds and Cancellations

All cancellation and refund requests are governed by the NEN Refund & Cancellation Policy and any mandatory requirements of applicable law.

11. Third-Party Providers

Certain services may be delivered or administered by external examination bodies, certification providers, financial institutions, or other authorized service providers.

Additional provider-specific terms may apply and will take precedence for the relevant service where properly disclosed and legally enforceable.

12. Changes to These Terms

NEN may update these Terms from time to time. The version applicable at the time of purchase generally governs the relevant transaction, unless otherwise required by law or agreed between the parties.

13. Applicable Law

These Terms are interpreted in accordance with the laws applicable to the relevant contracting NEN entity and transaction, without prejudice to mandatory consumer protection requirements.