

Generally.

To be able to order our products and services you have to register at our website www.network21.se and as part of the registration process you have to agree to the following documents:

- Terms of Use (<https://www.network21.se/data/termsofservice/TermsOfService.pdf>)
- Privacy Policy (<https://www.network21.se/data/termsofservice/PrivacyPolicy.pdf>)
- Cookie Policy (<https://www.network21.se/data/termsofservice/CookiePolicy.pdf>)

Delivery.

Delivery time is usually 1-3 workdays. All material is sent from Network TwentyOne's office in Sweden. Consequently, the delivery time outside of Sweden may be slightly longer. Generally ordered material is dispatched as soon as payment is registered with us, unless otherwise indicated.

Terms of payment.

You can choose to pay the full value of the order by debit or credit card. We currently accept VISA, Electron, MasterCard and Maestro. We currently do not accept American Express. There is no extra card fee. We only accept 3D Secure enabled cards issued in Sweden, Norway, Finland and Denmark. Credit- and Debit card payments are handled by our payment partner DIBSDebiTech to ensure secure payments.

Here's how it works:

Select Credit card as payment method during checkout. You are now linked to the DIBSDebiTech secure payment server.

Select type of credit card; enter the card number, expiration date, card security code (CVV) and name of the cardholder. You may also use a previously registered card. Please note that no card information is stored with Network TwentyOne. Payment gateway checks to see that your data is correct and that there are sufficient funds for the purchase. The purchase price is then deducted from your account and the full amount is transferred via DIBS-DebiTech to Network TwentyOne.

Please note that Credit- and Debit card payment is the only payment option.

Return Policy.

Return policy does not apply for tickets purchased to the Business Development Seminar (BDS).

For withdrawal when buying a ticket to Weekend Seminar (WES) the following applies:

80% refund of ticket returned to the Network TwentyOne 30 days before the seminar.

50% refund of ticket returned to the Network TwentyOne 29-15 days before the seminar.

No refunds of ticket returned to the Network TwentyOne later than 14 days before the seminar.

When buying BSM materials there is a 90 day return policy, please see Returns & Claims Management for more detailed information. Sealed CD's (both single discs and packs) cannot be returned if the seal has been broken.

Returns & Claims Management.

All returns must be sent to Network TwentyOne's office in Sweden. Return and claim must be made within 90 days after receiving the product. Provided that the goods are packaged for sale and can be regarded as being in a marketable condition, the following products can be returned:

Books, CDs, CEP, DVDs, or Books / CD / DVD Pack.

A product is considered marketable if it meets the following requirements: 1, it is unopened, sealed packaging. 2, package and / or any labels are in pristine condition and has not been modified. 3, product and package are in such a condition that it can be sold at full price. 4, the product has the current label.

If the customer at the time of sale has been informed that the product has been out of production or output, it is deemed not to be marketable and therefore return policy is not applicable. After 90 days from receiving product, the sale is considered complete and return is not applicable. Please include full account details for refund, for our Finnish customers; we also need the BIC / SWIFT code. Please note that Network TwentyOne will not reimburse customers for shipping costs when returning products.