

Terms and Conditions - North America



Ingram Micro Training reserves the right to change pricing, registration terms and conditions, to make changes to any of our products or programs described on this website, or to change a course location or cancel a course at any time without notice. Ingram Micro's sole liability will be limited to the refunding of any fees paid in respect of the course, and Ingram Micro shall not be responsible for any incidental or consequential loss arising whatsoever.

Your payment for attendance of one of our courses gives you a personal nonexclusive, nontransferable license to attend one class. Substitutions are allowed with 7 ("seven") days notice. Substitutions made after that are subject to Ingram Micro's ability to substitute student and subject to full forfeiture of training funds. To substitute a student please contact trainingadminUS@ingrammicro.com

Learning Guarantee

Your learning and certification path are important to us. If dissatisfied, students can repeat a class as a "standby registrant" up to six months following their initial class. If the student exercises this guarantee, Customer is responsible for lab fees and any updated versions of course materials. Contact your training specialist for additional details at 800-456-8000 x76094 or email training@ingrammicro.com for further information.

Course Materials

Your paid enrollment entitles you to 1 ("one") set of course materials. These will be provided in electronic format if available. Paper copies of the materials may be available upon 3 ("three") weeks notice for a surcharge to cover printing, shipping and handling. Contact your training specialist for additional details at 800-456-8000 x76094 or email training@ingrammicro.com for further information.

Payment Policy:

Full payment is required at least 12 days prior to the start date of the registered session. Payment includes credit cards, wire transfers and valid Ingram Micro Training Vouchers or Ingram Micro Training Credits. Ingram Micro Resellers Purchase Orders which are properly submitted and timely are also acceptable.

Purchase Orders other than approved Ingram Micro Resellers, invoices or other non-monetary forms of payment are not considered full payment and subject to receipt of funds before a student is accepted into a class.

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Vendor Vouchers and Training Credits are not considered full payment until full approval is received from Vendor and students enrollment is subject to this acceptance. See [Vendor Funded Training Credits/Vouchers](#).

Applicable taxes will be applied to your registration payment.

Cancellation Policy:

For Instructor Led Training in order to reschedule or cancel a requested class, the student/purchaser must notify us at trainingadminUS@ingrammicro.com no later than 11 (“eleven”) business days prior to the session start date of their intent. If reschedule/cancellation notification is not received 11 business days prior, or if learner does not show up for class, full registration fees are forfeited.

Due to enrollment quotas required, Ingram Micro Training may cancel any course 10 days prior to the scheduled start date. If such a cancellation is necessary, the student will be notified via email or phone and an attempt will be made to re-schedule. If a reschedule is not acceptable, client is entitled to a full refund.

Sales of eLearning, Virtual On Demand Learning and other forms of self-paced study courses are considered final and non-refundable.

Private Group Physical Classroom Training Cancellation Policy: Customers must cancel or reschedule training no less than 15 calendar days before the scheduled start date. Any Private Group Training rescheduled within the 15-day window is subject to extra charges for flight changes and instructor charges.

Partner-Delivered Courses

At times due to your request or our need , we may place you into a Training Alliance Partners schedule. We make every effort to align our cancellation policies with our Training Alliance Partners cancellation policies. However, if you have requested enrollment in a Training Alliance Partners course – their cancellation policy overrides the cancellation policies listed here. Conversely, if we place you into a Training Alliance Partner class our cancellation policies govern the cancellation policy.

Payment Options:

We accept Visa & MasterCard online from the Shopping Cart at <https://www.ingrammicrotraining.com/>. Additionally we can process American Express, or Discover via our subsidiary VPN Dynamics.

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Vendor Funded Training Credits/Vouchers

We accept various Vendor funded training credits/vouchers. Vendor terms and conditions apply. These are a few of the Vendor funded training credit/vouchers we accept:

Cisco Learning Credits

We accept Cisco Learning Credits to pay for certain authorized Cisco training courses. To enroll with a Cisco Learning Credit please contact the Ingram Micro Training Sales team at 800-456-8000 x76094 or email training@ingrammicro.com and supply:

1. The name and date of the course
2. Your valid Cisco Sales Order Number,
3. The quantity of Learning Credits being surrendered
4. Names, emails and phone #s of the students

We will request approval from Cisco. Once approved, students will be provided with an Ingram Micro issued enrollment voucher to register for the requested Cisco class.

Citrix Training Pass

The Citrix Training Pass (CTP) is a pre-paid voucher that can be redeemed for our Citrix Authorized Learning courses. Redemption must occur within a year of your purchase.

To redeem your CTP contact our sales team at 800-456-8000 x76094 or email training@ingrammicro.com and request a link to the Citrix course. Once provided, you will directly enroll into an Ingram class schedule using your CTP Voucher Number.

Juniper Training Credits

Juniper Networks Training Credits (JTCs) are pre-paid training credits redeemable for our authorized Juniper courses. Each course requires a different number of JTCs. Each JTC is valid for 12 months from purchase.

To redeem your JTC's contact our sales team at 800-456-8000 x76094 or email training@ingrammicro.com and provide

- Student Name(s) & emails
- Owner/Company Name of the Juniper Training Credits
- Cost of Class:
- Class Name
- Date of Class
- Juniper Training Credit Code/Number

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We will request approval from Juniper and once approved, students will be provided with an Ingram Micro issued enrollment voucher to register for the requested class.

Microsoft

Microsoft Software Assurance Training Vouchers (SATV) allow you to enroll in our approved Microsoft courses. Each SATV authorizes a certain number of days and varies based on the license with Microsoft.

To enroll using a SATV contact Microsoft SATV team at <https://www.microsoft.com/licensing/servicecenter/default.aspx>

Once there, locate the Ingram Micro class listing and enroll in the online enrollment tool redeeming your SATV for the applicable course.

VMWARE Training Credits

To redeem Credits for Education, start at: www.vmware.com/education. To purchase a class, simply select your class and follow the usual registration process. At the Fee Information section check the box for Credits.

Export Trade Compliance on all VMware Courses

VMware requires all students who attend VMware training to pass a background check prior to attending training. This step is to ensure compliance with U.S. laws and regulations on the export/re-export of products, services or technical data. The compliance regulates that VMware products, services and technical data must not:

- Travel to countries subject to U.S. embargoes or trade sanctions.
- Be obtained by any entity of an individual, whether in the U.S. or abroad, specified on U.S. government "exclusion" lists.
- Be used, directly or indirectly in the design, development or fabrication of nuclear, chemical or biological weapons or missile technology.

All students attending a VMware course must be registered through VMware's myLearn system where a trade compliance check will occur. Students must be approved and validated before the attending the course. If a student is denied, they will be asked to leave the classroom immediately per the export trade compliance requirement. Questions regarding the results of the compliance check should be directed to the VMware Export Compliance Team at exportorders@vmware.com.