

ATG 14-Day Returns Policy (Klarna-Compliant)

At AARTIC Training Group (ATG), we are committed to delivering high-quality training experiences. If you're not satisfied with your purchase, we offer a 14-day return window in line with UK consumer law and Klarna's payment terms.

Eligibility for Returns

You may request a return within 14 calendar days of your purchase, provided:

- The course or product has not been accessed, started, or downloaded.
- You notify us in writing via email within the 14-day period.
- Any physical items are returned unused, in their original condition and packaging.

How to Request a Return

Please email admin@aarticts.co.uk with:

- Your full name
- Order reference number
- Date of purchase
- Reason for return

We will respond within 2 working days with instructions.

Refunds

If eligible, we will process your refund via the original payment method, including Klarna, within 5–10 working days of return confirmation.

Please note:

- Klarna will update your payment schedule accordingly once the return is approved.
- If you've already made Klarna instalment payments, you may receive a partial refund based on the amount already paid.

Exclusions

Returns are not accepted for:

- Courses that have been accessed, started, or completed.
- Digital downloads that have been opened or used.
- Custom training packages developed to your specification.

Klarna Customers

If you paid using Klarna:

- Your agreement remains with Klarna until the return is confirmed.

- You can pause your Klarna payments by logging into the Klarna app and selecting “Report a Problem”.

For Klarna-specific questions, visit: <https://www.klarna.com/uk/customer-service>