



# **Power Management University Terms and Conditions**

## **Pricing Overview:**

All pricing on the PMU website is listed in USD and is applicable towards e-Commerce (Credit Card) registrations only.

## **Billing Policy:**

A valid form of payment is required before a training session can be confirmed.

All purchase order registrations will require the prior issuance of a formal sales quote. A copy of the purchase order, whether Direct or through Distribution, must be submitted for processing. Please note that it can take up to 3 weeks between requesting a sales quote and the processing of your received purchase order, depending on the response time of each party.

**Please be aware that a registration receipt email is not your final confirmation** and that training seat(s) or subscription enrollment(s) will not be guaranteed until valid payment is received. Once payment has been processed and posted, the student will receive a final email confirmation guaranteeing their seat in class or to provide login credentials, as applicable.

If you are planning to attend classroom training at our facility, we strongly recommend booking refundable airfare and lodging. Schneider Electric is not responsible for any fees incurred for travel as a result of course changes or cancellations.

## **Registration Processing Overview:**

Training seats are filled on a first-come, first-served basis and are therefore subject to availability. Registrations must be submitted via the PMU website for seats to be considered reserved or confirmed.

For Purchase Order Registrations: ***Please be aware that a registration receipt email is not your final confirmation.*** You will receive a final email confirmation to guarantee your training seat based upon receipt of your payment, as detailed below:

- All Purchase Order registrations will require the prior issuance of a formal sales quote (please see the Purchase Order section of this page for complete details).
- A copy of the Purchase Order, whether Direct or through Distribution, must be submitted for processing. *Please note that it can take up to 3 weeks between requesting a sales quote and the processing of your received purchase order, depending on the response time of each party.*

- All attendees are responsible for submitting their own registration(s) via the PMU website. An order placed through your Distributor will not automate that process for you, unless you have made special arrangements with your Distributor or Administrator to do so, and you have provided them with your unique student account number.

## **If you are attending Classroom training:**

- We strongly recommend booking refundable airfare and lodging. Schneider Electric is not responsible for any fees incurred for travel as a result of course changes or cancellations.

## **If you are attending Online / Virtual Instructor-Led Training (VILT):**

- 1-2 business days prior to the start date of your course, confirmed attendees will receive a separate email from PMU containing the class hours, connection information, log-on credentials, and links to download the course materials.
- For more information regarding our VILT offer, please visit: <https://pmutraining.com/distancelearning.cfm>

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### **Cancellation Policy Overview**

Minimum participation requirements must be met for classes to run as scheduled. Schneider

Electric or Power Management University (PMU) reserves the right to cancel any course two weeks in advance, upon which any/all registrants will be notified. Students will be notified by email, *so please ensure that the email address in your student account remains current and correct.* Schneider Electric or Power Management University (PMU) reserves the right to change course schedule, change training format, modify course content, and limit class size. Payments made via credit card cannot be refunded, but Power Management University (PMU) can (1) reschedule your class, (2) transfer your payment to a different attendee, or (3) issue you a prepaid training voucher, which is valid payment for any other equivalent future PMU training offer.

#### **Cancellation Charges for Factory Classes**

If you cancel a factory class within seven calendar days prior to the scheduled start date, you could be subject to a penalty charge up to the full price of the class; if you cancel between eight and fourteen calendar days prior to the scheduled start date, you could be charged 25% of the full price. If you are unable to attend your scheduled prepaid training event and cannot immediately reschedule, you will be issued a training voucher which can be used for an equivalent future PMU training offer.

#### **Cancellation Charges for 12-Month Web-Based Training Subscriptions**

- PMU+ Subscriptions
- Custom Education Portal

No refunds are offered for subscription-based training once access has been activated.

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