

Terms and Conditions

Last Updated: 13th July 2026

Welcome to **Salesgen Global Limited**. These Terms and Conditions ("Terms") govern your use of our website and the purchase of our online e-learning courses and consultancy services.

By accessing our website or purchasing our services, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our website or services.

1. Information About Us

The website is operated by **Salesgen Global Limited** ("we", "us", or "our").

- **Company Registration Number:** 17015055 (Registered in England and Wales)
- **Registered Office Address:** 63 High Street, Chislehurst, Kent, England, BR7 5AF
- **Contact Email:** hello@salesgen-global.com

2. Our Services

We provide two primary types of services through our website:

- **E-Learning Courses:** Pre-recorded educational material, digital downloads, and online training modules.
- **Consultancy Services:** Bespoke professional advice, strategy sessions, and corporate consulting tailored to your specific business needs.

3. Account Registration and Security

To access our e-learning courses, we will create an account per user.

- You must provide accurate, current, and complete information during registration.
- You are solely responsible for maintaining the confidentiality of your account password.
- **Account Sharing is Strictly Prohibited:** Your account is for your personal or authorized corporate use only. Sharing login credentials may result in immediate termination of your access without a refund.

4. Fees, Payments, and Billing

- **Pricing:** All prices for courses and consultancy are listed on our website or detailed in a bespoke proposal. We reserve the right to change prices at any time.
- **Payment Terms:** Payment for e-learning courses must be made in full at the time of purchase. Consultancy services will be billed according to the specific payment milestones agreed upon in your statement of work.
- **Taxes:** Prices are subject to applicable taxes (such as VAT) depending on your location, which will be calculated at checkout.

5. Cancellation, Refunds, and Performance Guarantee

5.1 E-Learning Courses (Standard Policy)

Subject to Section 5.3 below, and due to the digital nature of our e-learning courses, all sales are final and non-refundable once access to the course content or downloadable materials has been granted.

5.2 Consultancy Services

Appointments or strategy sessions for consultancy services must be rescheduled or cancelled at least **48 hours** in advance. Cancellations made outside of this window may be subject to a cancellation fee or forfeiture of the deposit, as outlined in your specific service agreement.

5.3 Our 6-Month Sales Performance Guarantee

We are so confident in the impact of our training that we offer a refund on our online e-learning courses if your salesperson does not show an improvement in their sales performance or documented professional attitude within six (6) months of completing the course.

To qualify for a refund under this guarantee, the purchasing business must strictly satisfy **all** of the following conditions:

- **1. Evaluation Period:** The salesperson must have fully completed 100% of the online training course. The evaluation period for improvement spans exactly six (6) months, commencing immediately from the date of course completion.
- **2. Evidence of Active Management:** The business must provide comprehensive, written evidence (such as formal appraisal logs or 1-to-1 review notes) proving that management has actively tracked, monitored, and performance-managed the individual salesperson's performance and attitude post-course completion.
- **3. KPI and Analytics Submission:** The business must submit detailed monthly performance analytics for the individual salesperson. This must include the specific Key

Performance Indicators (KPIs) assigned to them, and their actual month-on-month results for the full six (6) months following course completion.

- **4. Claim Window:** Any claim under this guarantee must be submitted in writing to [Insert Email Address] along with all required evidence within thirty (30) days *after* the end of the six-month evaluation period. Claims made outside this window will not be eligible.

Note on Evaluation: Salesgen Global Limited reserves the sole right to evaluate the evidence provided. For a refund to be approved, the submitted data must clearly demonstrate that, despite active management and adherence to the training, the employee's objective metrics and formally documented workplace attitude have failed to progress.

6. Intellectual Property Rights

- We are the owner or licensee of all intellectual property rights on our website, in our e-learning courses, and in any materials provided during consultancy.
- Your purchase grants you a limited, non-exclusive, non-transferable license to view and use the materials for your internal business or personal use.
- You **must not** modify, copy, distribute, resell, or commercially exploit any of our content without our express written consent.

7. Limitation of Liability

- Except as expressly stated in Section 5.3, our e-learning courses and consultancy services provide information and guidance, but we **do not guarantee specific financial outcomes, sales targets, or business success** as a result of using our services.
- To the maximum extent permitted by law, Salesgen Global Limited shall not be liable for any indirect, incidental, or consequential damages, including loss of profits, data, or business opportunities.
- Our total liability to you for any claim arising out of these Terms shall not exceed the total amount paid by you to us for the specific service in question.

8. Termination

We reserve the right to suspend or terminate your access to our website, courses, or consultancy services immediately and without notice if you breach these Terms, fail to pay outstanding fees, or engage in behavior that we deem harmful to our business or other users.

9. Governing Law and Jurisdiction

These Terms, and any dispute or claim arising out of or in connection with them, shall be governed by and construed in accordance with the laws of **England and Wales**. The courts of England and Wales shall have exclusive jurisdiction to settle any such dispute.

10. Changes to These Terms

We may update these Terms from time to time to reflect changes in our services or legal obligations. The "Last Updated" date at the top of this page will be amended accordingly. Your continued use of the website following any changes constitutes acceptance of the new Terms.