



Our CSCS Health and Safety Test Terms and Conditions

For the purpose of these Terms and Conditions "We", "Us" or "Our" or "Veritas Consulting" means Veritas Consulting Safety Services Limited and "Client or Customer" means purchaser of service.

Our service is to assist in booking CSCS Card tests.

The CSCS scheme is owned by Construction Skills Certification Scheme, You can find more information about them by visiting their website at <http://www.cscs.uk.com>

Veritas Consulting guarantees that it will use its best endeavours to organise the CSCS Health and Safety Tests, in terms of the factors and circumstances under its powers and based on the information provided by you our client.

Veritas Consulting will not issue refund for missed appointments for a Health and Safety Test; Veritas Consulting will, however, offer the opportunity of a new appointment to the client. The rebooking fee is £30.00.

In the event that a client fails the Health and Safety test there is no refund due for the service.

Should a client fail their Health and Safety Test a new appointment will be booked for a second chance test; The clients will need to pay Veritas Consulting £30.00 for every additional test they need to book to complete the service.

The email address provided on the initial booking form must be valid and will be used to issue the test confirmation details. Unless the Client advises otherwise.

Please note that an email confirming your test will be sent to your registered email address however, some email systems (especially hotmail, AOL or yahoo addresses etc) may identify this email as junk mail and place it directly into your Junk Email folder. Please check your email inboxes regularly for any correspondence.

We strongly advise clients to check their email account and spam file within 24 hours of booking and to contact us on 0800 1488 677 in the event their test confirmation does not arrive within this timescale, in order to avoid missing their test date, time and test identification information policy.

We are not responsible if the delegates email address is invalid, fails or does not arrive at the test centre on time or delegate provides us with incorrect information and chooses to do wrong type of test.

Clients are responsible to check that the correct test details have been provided on the confirmation and to advise us immediately should there be any errors.

Clients purchasing revision material should allow at least 5 working days for their order to arrive and contact us on 0800 1488 677 in the event of non arrival within the timescale.

YOUR RIGHT TO RESCHEDULE / CANCEL POLICY

You must contact us no later than 3 full clear working days before the date of your test to reschedule/cancel your test. This does not include the day of the call, the day of the test, weekends or Bank Holidays.

For example if your test is on a Friday you must contact us by the previous Monday to reschedule your test at no fee. If you contact us within the penalty period to reschedule you will have to pay for the test at full cost. A cancellation outside of the penalty period will result in a refund of £17.50. If you cancel inside the penalty period you will not receive any refund.

Tests requested by "Client" within the known penalty period will result in no refund.

Test dates booked within the penalty period are at the clients own risk. i.e within 3 days of test date.

Note that any reschedules outside of the penalty period made via our telephone booking line 0800 1488 677 or via email will incur a £10 reschedule fee.

Please note refunds can take up to 30 days to process.

Veritas Consulting will use best endeavours to meet Clients preferred day, time and dates failing which the closest available slot will be booked but the client is reminded of the penalty period agreed to while making the booking. £15.00 charge will apply for any requested change outside of the reschedule / Cancel policy.

Veritas Consulting is not issuing the CSCS cards - our service is booking a CSCS Test only and quick payment to the authority allocating the cards. (£17.50 for the Health and Safety Test & admin charge £17.00)

We do offer a CSCS card application service upon request.

No payment will be deemed to have been received until Veritas Consulting has received cleared funds.

Please note that the calls may be recorded for training and quality purposes.

We may disclose your personal data to third parties (including our service providers or agents) for the purposes outlined above, but we will not otherwise pass your personal data to third parties for marketing purposes. Your data is protected by our Privacy Policy.

Should the customer at any time like to query the quality of service delivered, he/she is invited to email us. We will guarantee that the email will be replied to within 48 hours.

We reserve the right to revise these Terms and Conditions at any time.