

SHIPPING AND DELIVERY POLICY

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At Included^{ED}, we proudly celebrate facilitators who successfully complete their skill-based challenges by awarding customized **certificates and medals**. Please read the following policy to understand how and when you will receive your physical rewards.

Who Is Eligible for Shipping?

Shipping is only applicable to facilitators who:

- Have completed a challenge within the required timeframe
- Submitted a full portfolio of evidence
- Received **moderator approval** and feedback confirming successful completion

Shipping Process

- After approval, a **Certificate & Medal Claim Guide** will be sent via email with instructions.
- Once you fill in your shipping details using the claim form, your package will be processed within **3 business days**.
- You will receive a confirmation email when your digital certificate and medal are dispatched.

Delivery Times

Delivery times vary based on location:

- **Within UAE:** 5-7 business days
- **International shipping:** 5–20 business days (depending on location and courier availability)

Shipping Fees

- **AED 10 shipping fee will be charged upon checkout** for deliveries within the UAE.
- You can also opt for self-pickup from one of the locations below. This service is free of charge.
 - Al Majaz 3, Sharjah

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- **International shipping fees** may apply for deliveries outside these regions. These will be calculated at the time of checkout.

Delays or Lost Packages

- If your package is delayed or lost in transit, please contact us at support@includedlearning.com within 30 days of dispatch.
- We will assist in tracking or reissuing your package where applicable.

Important Notes

- Ensure that the shipping information provided in your claim form is accurate and complete.
- We are not responsible for delays due to incorrect address details, customs issues, or unforeseen courier delays.