

TERMS & CONDITIONS

Last updated: 19/07/25

Welcome to IncludED! By purchasing, accessing, or using any challenges or materials on this website, you agree to the following terms and conditions. Please read them carefully.

1. Digital Product Use

- All challenges, guides, templates, and resources are digital downloads intended for educational use by facilitators, educators, and support professionals.
- Each purchase grants single-user access. Redistribution or resale is strictly prohibited.

2. Intellectual Property

- All materials are the intellectual property of IncludED Learning FZE.
- No part of the content may be copied, modified, or reused for commercial purposes without express written permission.
- IncludED Learning is a licensed Free Zone Establishment based in the United Arab Emirates.
- All challenges are designed for skill-based professional development and do not constitute KHDA-accredited qualifications.

3. Portfolio Submissions

- Submission of portfolios for evaluation must follow the guidelines provided.
- Approval for certificate and medal claims is based solely on successful completion of the challenge and quality of submitted evidence.

4. Certificates and Medals

- Certificates and medals are awarded only upon successful moderation.
- Claim instructions will be provided after approval. No physical products are issued without complete moderation.

5. Refund Policy

© 2025 Included Learning FZE. All rights reserved.

No part of this document may be reproduced, distributed, or transmitted in any form or by any means without prior written permission from Included Learning FZE. This material is intended solely for the personal and professional use of registered facilitators and educators.



- All products sold on IncludED are digital downloads. Due to the nature of digital content, we do not offer refunds once a purchase is completed and download access is granted.
- If you believe you made a purchase in error and have **not yet downloaded the product**, you may request a refund **within 3 days** of your purchase. Approval will be subject to review.
- To request a refund, please contact us at <u>orders@includedlearning.com</u> with your order number and reason for the request.

6. Privacy Policy

- User information (email, name, submitted files) is collected only for moderation, and certificate and medal claim purposes.
- We do not sell or share your information with third parties. Please read our full Privacy Policy for details.

7. Limitation of Liability

- IncludED Learning is not responsible for any outcomes resulting from the implementation of the challenges or the use of its materials.
- Educators must follow local school/Institute policies and regulations when implementing support tasks.

8. Changes to Terms

• IncludED Learning FZE reserves the right to update these terms at any time. Users will be notified of significant changes.