

# Terms and Conditions

## Multi-Craft Training Group (MTG) Crane Operator Certification Course

### 1. Agreement to Terms

By enrolling in the MTG Crane Operator Certification Course ("Course"), you agree to abide by the following Terms and Conditions. Please read them carefully before completing your purchase.

### 2. Course Access

- Upon purchase, you will receive access to the online training portal and course materials as described on the sales page.
- Access is granted to the purchaser only and may not be shared, transferred, or resold.
- MTG reserves the right to revoke access if any misuse, sharing, or duplication of course content occurs.

### 3. Course Structure

- This is a self-paced, online training program designed to prepare students for crane operation certification and renewal.
- Course modules may be released on a drip schedule, meaning that content will be made available sequentially over time.
- MTG may update, improve, or replace lessons and resources as needed to maintain quality and compliance.

### 4. Certification and Outcomes

- Completion of this course does not automatically guarantee certification. It is designed to assist in preparation for official certification exams (such as NCCCO).
- Students are responsible for scheduling and completing any external exams required by certifying bodies.
- MTG is not affiliated with or endorsed by NCCCO or other governing certification organizations.

### 5. Refund Policy

- MTG offers a 7-day money-back guarantee from the date of purchase.

- To qualify, refund requests must be submitted in writing within the 7-day window and before more than 25% of the course content has been completed.
- Refunds will not be granted after the 7-day period or for students who have accessed more than 25% of the training content.

## **6. Payment Terms**

- The full payment of (advertised cost of product) (or the applicable promotional price) is due upon enrollment.
- All transactions are processed securely via the platform's payment gateway.
- Failure to complete payment may result in suspension of course access.

## **7. Intellectual Property**

- All course materials, including videos, documents, images, and quizzes, are the intellectual property of Multi-Craft Training Group (MTG).
- You may not reproduce, distribute, or share any materials outside the course platform without written permission.

## **8. Technology Requirements**

- Students are responsible for ensuring they have the required technology (internet connection, compatible device, updated browser, etc.) to access and complete the course.
- MTG is not responsible for technical issues outside of its control.

## **9. Limitation of Liability**

- MTG and its instructors are not liable for any injury, loss, or damages resulting from the use or misuse of training information.
- Students are responsible for applying learned material safely and in accordance with Occupational Safety and Health Administration (OSHA) and industry standards.

## **10. Code of Conduct**

- Students are expected to maintain professional behavior in all interactions, including online discussions or live sessions.
- MTG reserves the right to remove participants who display inappropriate or disruptive behavior, without refund.

## **11. Modifications**

- MTG reserves the right to modify these Terms and Conditions at any time. Updates will be posted on the course platform, community forum or website.

## **12. Contact Information**

If you have questions or concerns about these Terms and Conditions, please contact:

 [info@multicrafttraining.com](mailto:info@multicrafttraining.com)