

Terms and Conditions

Terms and Conditions for courses and payments:

Payments

To ensure your place upon a course, full payment is expected in advance before the commencement of the course. Your place is only secured upon receipt of payment in full.

For continuous courses, we expect a standing order or a recurring debit card transaction, which can be set up via our website. [Please use the payment page linked here to set up a monthly payment.](#)

Enrolment and payment establishes your commitment to the course. Attendance is expected, and lack of attendance does not alter the amount of fees that are payable.

Fee Concessions

In cases of genuine financial difficulty, we request a written statement of the difficulties experienced, together with some documentary evidence supporting your claim. For example, a photocopy or scan of a means-tested benefit letter. Non-means-tested benefits will not be accepted as evidence of an inability to pay.

The decision to award a fee concession is discretionary and it is raised to the trustees of the Trust. This decision is final.

Applications for a fee concession can be sent to info@datrust.org or by post to 16 Thurmaston Lane, Leicester, LE5 0TE.

Withdrawals

Students may withdraw from the course after attending the first two sessions and receive a full refund of the course fees, minus a £25 administration charge.

Students who withdraw after the third session, but within the first 4 weeks of the course, will receive a 50% refund on fees, less the £25 administration charge.

Students wishing to withdraw after four weeks will not be eligible for a refund on fees.

Transfers

Transfer to another suitable course may be possible in some cases. Transfers should be made within the first week of the course (for short courses) and within the first two weeks of the course (for longer courses).

To apply for a transfer, please email info@datrust.org

Terms and Conditions for online shop purchases

Shipping (Postage & Packaging)

We will process and dispatch all Orders within 2 - 4 working days, If for some reason there is likely to be a delay of more than 4 Working Days to dispatch the Order we will contact you by email ASAP

Insha Allah.

1. Postage will be charged according to the Weight of the Order
2. Free Postage to any destination in the United Kingdom is applicable for Orders over a certain Amount (Please see Kitaabun homepage for details of current offers)
3. We also guarantee a Maximum Shipping charge of 7.50 for UK Orders (2004)
4. Certain Books have reduced or subsidised Postage rates.

Delivery Targets

United Kingdom (Second class post or equivalent) - Within 7 working days

European Community (Air mail) - Within 14 Working days

Rest of the World

Airmail - Within 3 weeks

Surface Mail - Within 8 - 12 weeks

Low Stock Quantity

If the cart contents show ***

Products marked with *** dont exist in desired quantity in our stock. You can buy them anyway and check the quantity we have in stock for immediate deliver in the checkout process.

This Means that although the book has just ran out of stock, we should be able to ship it within 7-10 Days or even sooner Insh Allah.

Unless the book is no longer in print or it may need to be imported from outside the UK, in which case we will notify you by email ASAP and according to your request either issue you with a refund or send the item when it is back in stock.

Returns Policy

If you believe that you have been misled into buying any of our items, or the items are damaged, simply advise us by email and return the items to the address provided by us.

We will refund you for the Full Amount, if you so wish

Return delivery costs may be deducted from your refund depending on the reason for return

- 1. The items must be in the original condition and packaging with any security seals intact
- 2. Repackage the products securely and send to the address provided
- **3. Include the reason for the return, the invoice number and your email address or telephone number. Tell us if you would like a refund or a replacement**
- 4. If we do not receive the item we cannot refund you or replace it, so we recommend you obtain a certificate of posting.

Claims for damaged/ short delivery must be made in writing within 3 days of receipt of goods. Goods supplied by the company which are proved to be defective through faulty material or workmanship, will be replaced or at our discretion their value will be refunded, provided that we are notified in writing within 28 days from the date of delivery and the goods alleged to be defective are returned to us.

Payment Method

There is a choice of three convenient Payment Methods

1) PayPal (including Credit and Debit Cards)

PayPal can be very convenient for people who like to shop online as they no longer need to type credit or debit card numbers into each check out every time they want to buy something. It is also free to use for purchasers. Please note that this service is not available for all Countries, if you Country is not listed you may select one of the other methods below:-

Credit / Debit Card Through BarclayCard

Payment using Mastercard, Visa, Solo or Switch without having to set up an account. We use Paypal and Debit Card to process the Payment because we want you to order from us with confidence. All credit card processing is handled by Paypal or BarclayCard.

Payment by cheque

This means that you undertake to post us a UK Pound Sterling cheque (Payable to Darul Arqam Educational Trust) to the address provided.

We will process the order and Ship it as soon as we have received your Cheque.

Other Payment Methods

If you are unable to make payment using one of the above, please select Bank Transfer / Other. and state your alternative payment method in the box Add Comments About Your Order

We will consider your Order and reply to you by email InshaAllah.

The goods remain the property of Darul Arqam Educational Trust until such time as they are paid for in full. The risk in goods shall pass to the buyer on delivery. In the event of non payment the company shall be entitled to repossess the goods, unless they have been the subject to prior resale in which case the company shall be entitled to the proceeds of resale in the hands of the buyer or any Liquidator, receiver or trustee of the buyer.

If for some reason there is likely to be a delay of more than 4 Working Days to dispatch paid. Orders we will contact you by email with an approximate date , and upon your request either refund the Payment Immediately or dispatch the Order Prior to the date given InshaAllah.

Final Note

if you do have any Comments, enquiries or complaints please do not hesitate to contact us. We are always happy to discuss issues with you InshaAllah.

Our Aim is to Provide
Fast, Flexible and Friendly Service

Our Lord! Condemn us not if we forget or fall into error (TM Q 2:286)

Darul Arqam Educational Trust
The Grange, 16 Thurmaston Lane

Leicester, LE5 0TE
UNITED KINGDOM
Tel: +44 (0)116 319 1984