

Website Terms and Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern SketchUp Academy's relationship with you in relation to this website.

The term 'SketchUp Academy' or 'us' or 'we' refers to the owner of the website whose registered office is 3 Highland Pointe Court, Weaverville, NC 28787. Our company registration number is recorded as Document ID no. 02849191000, book 5319, page 1482 in Buncombe County, NC. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
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- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without SketchUp Academy's prior written consent.

Our Privacy Policy

Thank you for visiting our web site. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for this web site only. If you link to other web sites, please review the privacy policies posted at those sites.

Collection of Information

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

Cookie/Tracking Technology

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information will not be shared with third parties.

Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

Commitment to Data Security

Your personally identifiable information is kept secure. Only authorized employees have access to this information. All emails and newsletters from this site allow you to opt out of further mailings.

Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below:

By e-mail: SketchUpacademy@gmail.com

By Phone: 877-628-9405

We reserve the right to make changes to this policy. Any changes to this policy will be posted.

Our Return Policy

Last Updated: August 24, 2015

What can be returned and how do I get my refund credit?

As all products are sold as a PDF download, no returns can be accepted.

However, refunds requested for Seminar fees will be made less a 15% processing fee. Such refunds may take up to 30 days to be processed and the funds will be returned to you on the card you used to make the original purchase.

When do I have to make a request for Seminar fee refunds?

Requests for Seminar fee refunds must be made at least 5 business days prior to the Seminar date. All requests thereafter cannot be fulfilled. You can, however send someone to take your place at the Seminar.

Where do I have to make a request for Seminar fee refunds?

Requests for Seminar refunds must be made via email at SketchUpAcademy@gmail.com or by phone at 877-628-9405. Please provide a copy of your original invoice with an email request or the name, date and invoice number for your original purchase when making a phone request for a refund.

I need to contact SketchUp Academy about a refund.

Send us an email at SketchUpacademy@gmail.com or call us at 877-628-9405.