

Here are the terms and conditions for all Hetherington Information Services, LLC (DBA Hetherington Group and Data2know.com) publications, on-site and webinar training and products purchased through the website.

Terms of Delivery

Webinars, Events, and Workshops

Hetherington Information Services, LLC (“Hetherington”) events, webinars and workshops are delivered by an authorized Hetherington Group instructor either online or in person. The outline for each of our courses and events, online or in person, is provided as an agenda document that is custom created after a needs assessment is conducted. The agenda is intended for use as a guideline. Hetherington Group reserves the right to adjust the syllabus of any course at its sole discretion and without notice in order to ensure the most current material is presented.

The customer understands that Hetherington Group webinars, events and workshops are delivered as informational and educational services. No guarantees are made regarding the results participants will obtain with the information reviewed during the event.

Electronic Products and Publications

All Hetherington Group warrants that the Webinars, books and other publications will, for a period of sixty (60) days from the date of your receipt, perform substantially in accordance with Webinars, books and other publications written materials accompanying it. Except as expressly set forth in the foregoing, Webinars, books and other publications are provided “as is.” No refunds or exchanges are allowed. All Hetherington Group published material is provided for educational purposes only. Their intended use is as recommended guidelines in the learning of sourcing and research techniques. No guarantees are made regarding the results that will be obtained with suggested techniques. All content was accurate and the results were relevant relative to the sites or resources mentioned at the date of publication. The authors are not responsible for changes subsequently made by the websites mentioned which may impact results.

It is the responsibility of the customer to notify Hetherington Group in the event they have not received their purchased materials within 14 days after their payment has cleared.

Client and Customer Responsibilities

Clients are responsible to ensure that:

- Students meet the recommendations as suggested during the needs assessment

- Students attend each training session at the schedule given, and participate in training activities as directed by the instructor
- Students will not copy or distribute, in whole or in part, any copyrighted class material acquired during the class without the express written permission of Hetherington.

Payment Terms and Conditions

The rate charged for published materials is stated clearly next to each item. The cost of the publication is expected in full upon delivery and with ten (10) days following receipt of a proper invoice.

Training pricing, on-site and in Webinars, is subject to the terms in the Letter of Engagement issued by Hetherington Group, and signed by both parties prior to the engagement. It may be a flat fee or customized based on the volume of participants and courses selected. Payment is expected within net 15 days upon completion of all workshops or events. For your convenience, Hetherington Group accepts: American Express, MasterCard, Visa, checks and money orders.

All money orders and checks should be sent to the following address:

Hetherington Group

593 Ringwood Ave

Wanaque, NJ 07465

Refund Policy

NO REFUNDS for published material are given once shipped. Any requests prior to shipping and handling will be issued a 100% refund. Refunds for scheduled training events are covered under the Refund Terms found in the signed Letter of Engagement between Hetherington Group the party. Webinar orders may be transferred to another person or webinar of equivalent value at no cost. No refund will be given after a live broadcast or for a recorded webinar purchase.

Complaints

Customer service is our number one priority. If you feel that Hetherington Group employees, contractors, or associates have acted in an unethical manner or you wish to file a complaint, please contact sales@hetheringtongroup.com. If you feel Hetherington Group has acted in an illegal or grossly inappropriate manner, please contact the New Jersey State Police – Private Detective Unit to formally file a complaint <https://nj.gov/njsp/private-detective/index.shtml>.

Material Copyright

All Hetherington Group published materials are proprietary, and copyright (c) 2008, Hetherington Information Services, LLC. Reproduction or redistribution of a publication, in whole or in part, by any means, including e-mail, facsimile transmission, or any other electronic or print means, without the express written permission of a Hetherington Group Officer is prohibited except as follows:

Authorized users may:

- view the document, presentation or publication on screen,
- download small portions of the publication to a computer disk or drive for convenience and later reference, for individual or personal use,
- print paper copies for individual or personal use only,
- make one archival print copy of the material, and
- if Hetherington is properly credited, on an occasional basis: reproduce limited quantities of the data for internal or interoffice distribution or use only, and include or distribute small portions in memoranda and reports for internal use, or for selected clients.

To properly credit Hetherington Group for one of these approved uses, a statement such as the following should accompany the material: “Reproduced pursuant to a license agreement for (Title of Document or Presentation). Copyright 20yy by Hetherington Group <https://www.hetheringtongroup.com>.”