

LSSA Terms & Conditions

Book an exam

If you have followed the training at one of our Accredited Training Organizations (ATO), please contact your own ATO to book the exam. This is a leading rule for both theoretical exam and practical exam. If you have not followed the training at any of our ATO, you can also book an exam and get certified by one of our Exam Institutes, namely APMG Group, ISQI, University of Twente, ECQA and LSSA. You will be seen as a Public Candidate. When you book your exam via your own ATO or at one of the above-mentioned specific Exam Institutes, their general terms and condition will apply. If you book the exam directly with LSSA, you will receive a confirmation through email. For online registrations, this registration confirmation serves as an order confirmation. About a week before the start of the exam you will receive an invitation and route description.

Reschedule and Cancel the booking

When you book your exam via your own ATO or at one of the above-mentioned specific Exam Institutes, their general terms and condition will apply. If you book the exam directly with LSSA, you can reschedule the booking for free. You can cancel it for free one week prior to the commencing date. If you cancel it within one week prior to the commencing date, we will charge 30% of the application fee for administrative reason, unless the cancellation is caused due to the force majeure. You can contact us to cancel your booking and we will send you an email confirmation.

Lean Six Sigma Academy B.V. (LSSA) reserves the right to cancel exam sessions or to change exam locations. In this case we will contact you immediately. If the modified locations or dates do not suit you, you can cancel it for free.

Invoicing

All prices quoted are exclusive of VAT and must be paid including VAT. The payment term is 30 days. The billing address used is the address indicated on the registration form, unless otherwise specified. If you want to have a purchase number stated on the invoice, you can indicate this on the registration form. If you have lost or damaged the certificate because of your own mistake, you can apply for a new one at LSSA. We will charge Euro 50,- for administrative purpose.

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