

# Training Supplemental Terms and Conditions and Cancellation and Refund Policy

## Terms and Conditions

- All Tanium Training (web based or instructor led) is valid for one year from the purchase date unless different terms are agreed upon at the time of purchase. If the training has not been scheduled by the expiration date, the training will be forfeited, and a refund will not be granted. If the training is arranged prior to the expiration date, it can be scheduled for a delivery date not exceeding three months beyond the expiration date. Additional reschedules will not be granted.
- Any training delivered by Tanium is Tanium's proprietary information and cannot be recorded, copied, reproduced, distributed, or repurposed.

## Scheduled Instructor- Led Training Cancellation Policy

- **By Tanium:** At two weeks prior to the tentatively scheduled training date, if there are fewer than five students enrolled or if the dates and logistics are not confirmed by the customer's primary contact, Tanium reserves the right to cancel or reschedule the training. The customer will be notified via electronic message of Tanium's intent to cancel or reschedule the training. Training rescheduling is subject to resource availability at the time of the notification and should occur prior to the expiration date of the training. If the training is arranged prior to the expiration date, it can be scheduled for a delivery date not exceeding three months beyond the expiration date. Additional reschedules will not be granted.
- **By Customer:** Customer must notify Tanium of the intent to cancel or reschedule training at least two weeks prior to the scheduled training date. The notice must be received via electronic message, and sent to either the Tanium Account Manager, Technical Account Manager, or Tanium Global Enablement. Training rescheduling is subject to resource availability at the time of the notification. Cancellation requests received less than two weeks before the scheduled training date are subject to Tanium's approval and could result in the forfeiting of the training.
- Written electronic notification of student substitutions for public instructor-led training must be sent to [training@tanium.com](mailto:training@tanium.com) at least three business days prior to the scheduled start date. Any request made within three business days of the scheduled training may not be granted and if the registered users do not attend the training, the training purchase will be forfeited.

## Web Based Training Cancellation and Transfer Policy

- Customer must notify Tanium of the desire to cancel or transfer Web Based Training (WBT). The notice must be received via electronic message, and sent to either the Tanium Account Manager, Technical Account Manager or Tanium Global Enablement. WBTs may be transferred to another user if 1) the original user has not accessed or viewed any parts of the WBT course, and 2) the subscription period has not expired. If a user has viewed any part of the WBT course, it cannot be transferred to another user.
- All Web Based Trainings purchased outside of Tanium's e-commerce site are non-refundable and cannot be exchanged for a different course.

## E-Commerce Training Policy

- **Public Instructor- Led Training (ILT):** Customer may request a refund for Tanium ILT purchased by emailing [training@tanium.com](mailto:training@tanium.com). Tanium reserves the right to evaluate and either approve or decline requests in its sole discretion. If approved, customers may expect the funds to return to their account in 5-7 business days. Instructor-led training that is past the expiration date or that has already started is not eligible for a refund. The customer will be notified via electronic message of Tanium's decision.
- Written electronic notification of student substitutions for public instructor-led Training must be sent to [training@tanium.com](mailto:training@tanium.com) at least three business days prior to the scheduled start date. Any request made within three business days of the scheduled training may not be granted and if the registered users do not attend the training, the training purchase will be forfeited.
- **Web Based Training-** Customers may request a refund of any purchased Tanium WBT by emailing [training@tanium.com](mailto:training@tanium.com). Tanium reserves the right to evaluate and either approve or decline requests in its sole discretion. If approved, customers may expect the funds to return to their account in 5-7 business days. Any Tanium WBT course that has been accessed for more than 60 minutes of viewing time will NOT be eligible for a refund. The customer will be notified via electronic message of Tanium's decision. WBT's may be transferred to another user if 1) the original user has not accessed or viewed any parts of the WBT course, and 2) the subscription period has not expired. If a user has viewed any part of the WBT course, it cannot be transferred to another user.