

The details contained in this FAQ are intended to be explanatory only and do not form part of any contract concluded between you and SPSS. For full details of your rights and obligations, and the contractual services offered by SPSS, please refer to the [SPSS Public Training Terms and Conditions](#) (pdf)

FAQ Categories

[About SPSS](#)

[Orders](#)

[Cancellation and Returns Policy](#)

[Contact Us](#)

About SPSS

Q. What is SPSS (UK) Limited registered address?

A. 1st Floor, St Andrews House, West Street, Woking, Surrey GU21 6EB.

Q. What is SPSS (UK) Limited registered company number?

A. 01859061

Q. What is SPSS (UK) Limited VAT number?

A. 391 6194 32

Orders

Q: How do I order training online?

Details of training courses offered by SPSS are displayed at <http://training.spss.co.uk/>

- In the Book Online section of the SPSS training website
- Find the course you would like to attend.
- In the scroll down box select the course date you would like to attend.
- When you've selected all the courses you would like to book on, please complete all required attendee information.
- Please select whether you would like to be invoiced or whether you would like SPSS to call you for credit card details.
- Please confirm that you have read our SPSS Public Training Course Terms and Conditions by ticking the check box.
- When you're ready, click the "Book Online" button to submit your booking. We'll then send you a confirmation email message.

Q. I am based outside the UK. Can I still attend training in the UK?

A. Please contact SPSS if you are outside the UK and wish to attend training in the UK. You can attend training in the UK; however we will require full payment (including VAT) at the time of booking. Alternatively, please contact your [local SPSS office location](#) for details of training courses offered in your country of residence.

Q. I would like to pay by credit/debit card. What types of cards do you accept?

A. We accept MasterCard, Visa, AMEX, Maestro, Switch and Solo.

Q. I would like to pay by cheque or purchase order. Can I do this?

A. Please indicate "invoice" on the booking form and SPSS will send an invoice to you.

Q. Is VAT included in the training course prices shown on your website?

A. No, all prices are quoted excluding VAT (15%).

Q. What happens if I do not agree with your Public Training Terms and Conditions?

A. You will be asked to confirm that you have read and agree to the [SPSS Public Training Terms and Conditions](#). If

you do not agree with our SPSS Public Training Terms and Conditions, you cannot book training via the online booking system and should contact SPSS Training on 01483 719203.

Q. When & where is the Training Delivered?

A. Training is delivered at the specified location on the dates selected. Please refer to [SPSS Public Training Terms and Conditions](#) for further details and exclusions.

Q. Are the Public Training Terms and Conditions available in any other language?

A. No, we only offer these documents in English.

Cancellation Policy

Q. How do I cancel my training course?

A. All cancellations must be in writing. SPSS will apply the following terms: More than 4 weeks notice = 100% refund. More than 2 weeks notice = 50% refund. Less than 2 weeks notice = no refund. Please refer to [SPSS Public Training Terms and Conditions](#) for further details.

Contact Us

- For questions about your booking, email training@spss.co.uk or call 01483 719203.
- For customer service, email training@spss.co.uk or write to SPSS (UK) Limited, Training Department, 1st Floor, St Andrews House, West Street, Woking, Surrey GU21 6EB