

POLICIES.

Disclaimer, Terms and Conditions, Refund policy, Use and Access to this AFK9 Website.

Welcome to the AFK9 website. In accessing and using this website, you acknowledge that you have read, understood and agree to be bound by the following terms and conditions. The AFK9 web site is operated by African K9 academy & Detection Services. Your use of this site indicates your acceptance of these terms and conditions.

This site and all materials, media, and other elements appearing on the site, except where otherwise noted, are the sole property of AFK9. The AFK9 logo, and afk9.com are the trademarks of African k9 academy & detection services. This site is for the legal use of Afk9 clients and prospective customers only. Unauthorized use and/or access to the afk9 web site and the information contained therein is prohibited and will be prosecuted to the full extent possible under the law.

This site may contain links to other sites operated by third parties and you acknowledge that afk9 shall not be held responsible for the contents of these sites.

In the event a product is listed at an incorrect price, Afk9 shall reserve the right to cancel any order placed for the product. If payment has already been made, Afk9 shall promptly issue a notice for the amount of the charge to its client for review.

AFK9 maintains a strong commitment to the privacy of our customers and the information they provide us. We use the information provided to fulfill orders and provide service, as well as inform you about new products or services which may be of interest to you. We do not sell, trade, rent, or otherwise release customer information to any third party.

Please be sure to read the following policies. Placing an order with AFK9 constitutes your acceptance of the following terms, conditions, and policies:

About this Website.

On this website we provide an interactive environment in which users who are interested in learning about our property services or registering interest in our property services may find such information and, if they choose to do so, register their interest either via phone or email messages or on web based.

Your obligations

If you are not over the age of 18 years, you must obtain the consent of your parent or guardian before using this website.

You must not:

- a) Use any other person's name, or user identification when accessing or using this website, unless informed as a sponsor for your interested service.
- b) Post or transmit any material which in any way defames, harasses or offends any person, is obscene or which in any way may interfere with any other users of this website;
- c) Provide any information to us which is the confidential information or proprietary information of any other person;
- d) Use this website in any way which may be in breach of any laws, rules or regulations or may infringe any third party rights; or
- e) Knowingly transmit any virus or take any action which may interfere with the operation of this website.

Third Party Content, Products and Services

Products and services offered for sale or advertised, and other information found on the AFK9 website, may be the products, services and information of third parties.

Third party products and services are not provided by us. If you purchase third party products and services, your legal relationship will be with the third party supplier and not us. You must check with any third party supplier as to the terms of provision of such products and services and the costs and charges involved. We may receive fees or

commissions from third parties for such products and services.

We make no representations about the accuracy or suitability of the information provided on the AFK9 website. The information is provided 'as is' without express or implied warranty. You use the information at your own risk.

Links

This website may contain links to other websites which are not under our control or which are not maintained by us. The links to any such third party websites are provided for your convenience and information only. If you access these websites you do so at your own risk. We are not responsible for the content of those websites and will not be liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use or your reliance on any such content. The fact that a website is linked to this website does not imply any endorsement or sponsorship by us of that website or that we are affiliated in any way with the third party operating that third party website.

Change of Information, Products and Services

Information, products and services published on this website are subject to change without notice.

Information provided to us.

You may at your discretion provide information to us in order to receive information about us, the products or services displayed on this website, to receive information relating to our property services and listings or to be involved in promotions or other activities undertaken by us. If you do so, you agree that any such information becomes our property and may be used by us or others, reproduced, published, transmitted, displayed modified or distributed at our discretion, subject to our obligations under our Privacy Statement.

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Trademarks.

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AFK9 - AFRICAN K9 ACADEMY & DETECTION SERVICES DISCLAIMER AND LIMITATION OF LIABILITY

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE ALL WARRANTIES, CONDITIONS AND REPRESENTATIONS WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, RELATING IN ANY WAY TO THIS WEB SITE, YOUR USE OF THIS WEB SITE AND THE INFORMATION, PRODUCTS AND SERVICES SUPPLIED, OFFERED TO BE SUPPLIED OR ADVERTISED OR ACCESSED THROUGH THIS WEB SITE; AND LIABILITY (INCLUDING FOR NEGLIGENCE) TO YOU OR ANYONE ELSE IN RESPECT OF ANY LOSS OR DAMAGE (INCLUDING SPECIAL, INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE), COSTS AND EXPENSES SUFFERED BY YOU OR CLAIMS MADE AGAINST YOU ARISING FROM OR IN CONNECTION WITH ANY USE OF THE INFORMATION, PRODUCTS OR SERVICES SUPPLIED, OFFERED TO BE SUPPLIED OR ADVERTISED OR ACCESSED THROUGH THIS WEB SITE FOR ANY REASON WHATSOEVER (INCLUDING NEGLIGENCE). IN THE EVENT THAT TERMS, CONDITIONS OR WARRANTIES ARE IMPLIED BY LAW AND CANNOT BE EXCLUDED, THEN THOSE TERMS CONDITIONS OR WARRANTIES ARE INCLUDED HOWEVER OUR LIABILITY IS LIMITED AT OUR OPTION TO ONE OR MORE OF THE FOLLOWING.

IN THE CASE OF THE SUPPLY, TRAINING & CONSULTING OF K9 SERVICES:

A) THE REPLACEMENT OF THE K9 SECURITY TEAMS OR THE SUPPLY OF DOGS, K9 SECURITY TRAINING SERVICES, SECURITY AND K9 PROJECT MANAGEMENT INFORMATION SYSTEM SOFTWARE PROGRAMS, AND OTHER K9

SECURITY EQUIPMENTS; K9 OFFSHORE PROJECT MANAGEMENT PERSONEL SUPPLY.

B) THE PAYMENT OF THE COST OF REPLACEMENT OF THE CONTRACT WORKING DOG TEAMS, OR THE SUPPLY OF EQUIVALENT GOODS; OR

C) THE TRAINING OF K9 TEAMS OR PAYMENT OF THE COST OF TRAINING OF HANDLERS, TRAINING MANUALS, BOOKS, SAFETY EQUIPMENTS, TRAINING EQUIPMENTS AND IN THE CASE OF THE SERVICES, SUPPLYING THE SERVICES AGAIN OR PAYING THE COST OF SUPPLYING THE SERVICES AGAIN ONLINE AND PHYSICAL/PRACTICAL.

Indemnity

You agree to indemnify us and our partners, agents, officers, employees and other authorized representatives against all claims, suits, demands, damages, liabilities, costs or expenses arising in any way out of or in any way connected to your use of this website.

Termination

If in our reasonable opinion you fail to comply with any of these terms and conditions of use of this website, we may terminate or limit your access to this website.

Governing

Law

Any legal issues arising out of the use of this website will be governed by the laws of the USA and by using this website you submit to the jurisdiction of the courts of that country.

PRIVACY STATEMENT

We are committed to the protection of personal privacy and have adopted a policy to protect information about individuals. This policy describes the information we collect at this website, how we use that information, how that information may be disclosed, and the security of that information, how you can access and correct any such information and other relevant details concerning your privacy.

1. Collection of Personal Information.

You may provide personal information to us to receive information about products or services offered through this website, to purchase such products and services, to receive newsletters or become involved in promotions or other initiatives commenced by us. This personal information may include details such as your name, age, gender, contact information, products and services you are interested in or require more information about. If you purchase or request products and services from us we may also request your preferences for receiving further marketing or promotional material.

The choice of how much information you provide to us is yours. We seek this information either to process your request for information and provide that information to you, to improve the quality of our products and services or to assist you to determine which products and services best meet your needs.

We may also collect and store information about your visit to this website, including:

- The name of the domain from which you accessed the internet
- The date and time you accessed the website
- The internet address of the website from which you linked directly to the website
- The pages you accessed while visiting the website

This information does not in itself identify individuals and is used to measure the number of visitors to the website and how it was navigated. This information assists us to make the website more useful to you. We also collect information from subscribers (persons registering their details with us through the website) or website visitors for the purpose of improving our quality and effectiveness and to provide you with information. We welcome feedback from you about all aspects of its website. We store feedback that users send to us. This feedback is used to administer and refine our service. We may also use the information to improve or promote this site. We will not publish your name in connection with any information you provide without your permission.

2. How do we use the Personal Information?

The personal information obtained from this website is used, where you have so requested:

- To provide products and services to you

- To provide you with information, newsletters or other communications
- To involve you in promotions and other initiatives undertaken by us

Some of the uses of the information described above may be provided by third parties, who are authorized to use this personal information for these purposes.

We may use your personal information for direct marketing or promotional activities. However, if we do undertake such activities, you will be provided with an opportunity when first contacted to decline to receive any further communications from us.

Information collected from this website may also be used to determine demographic and usage patterns. Personal identification information is not used for this purpose. This anonymous information is then used to better develop and tailor this website and our products and services for our customers and potential customers. This non-personal information may be passed on to third parties.

Other than for the purposes described above, we will not use your personal information without your prior consent. The only exception to this rule is where disclosure is necessary to prevent injury to life or health, to investigate any suspected unlawful activity or where it may be required by law such as in a response to a warrant, subpoena or other legal process.

3. Security of your information

We take reasonable steps to ensure the security of all information we collect from risks such as loss or unauthorized access, destruction, use, modification or disclosure of data. For example, your personal information is maintained in a secure environment which can be accessed only by authorized personnel.

However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. These activities are undertaken at your risk.

4. Disclosure of Personal Information

Personal information collected through this website is not disclosed or passed on to third parties unless it is in accordance with this privacy statement. Information may be provided to third parties where any functions or services are being outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose.

We will not disclose your personal information in circumstances other than those described above without your prior consent. The only exception to this rule is where disclosure is necessary to prevent injury to life or health, to investigate any suspected unlawful activity or where it may be required by law such as in a response to a warrant, subpoena or other legal process.

5. Access and correction of personal information

you may request access to your personal information collected through this website at any time. Please send an email to info@afk9.com . If any information is incorrect please advise us and we will update it.

6. Links to other Websites

we are not responsible for the privacy practices or content of any other website that is linked to this website. It is your responsibility to investigate the privacy policies of those other sites.

7. Changes to this Privacy Statement

This privacy policy may change from time to time particularly as new rules, regulations and industry codes are introduced.

8. How to contact us

If you have any concerns or questions, please contact us at info@afk9.com.

Thank you for taking the time to read our Privacy Statement

Product License Policy

AFK9 exam preparation programs are confidential and proprietary, and are protected by contract and various intellectual property rights. The programs are only licensed to our customers for their own personal use in connection with preparing for a specific exam. Our products may not be shared, transferred, resold, or used for any other purpose.

Online Course Policy

The purchase of an Online short Course gives the registered customer the license to use the program solely for exam preparation study purposes for a term of up to Ninety (90) days or less. Once the customer has accessed the course content, no refunds will be granted. All online courses are single-customer licenses only and any sharing or other violations will result in immediate suspension without a refund.

Practical Class Package Policy.

Seating for all of our Live Class sessions is limited and subject to availability. Classes regularly sell out therefore pre-registration is required in order to guarantee a seat. Class schedules are subject to change or cancellation at the sole discretion of AFK9.

Textbook Package Policy

Placing an order for a Textbook Package entitles the customer to a copy of the Course Textbook in addition to a license to use the corresponding Online Exam Center solely for exam preparation study purposes for a term of up to ninety (90) days. A full refund less shipping fees and the Return Service Fee will be issued for a request made by a customer who has ordered a Textbook Package and who 1) makes a request for a return within seven (7) days of the order date, 2) has not accessed any of the Online Exam Center content, and 3) who returns the textbook component of the package in its original, unused condition (inspected upon return). After a customer has used a product or accessed any of the online content, no refunds will be granted. All online products and components are single-customer licenses only and any sharing or other violations will result in immediate suspension without a refund. Note: where students have been sponsored by another party with a full fee payment for their courses by their sponsor of choice, no refund will be made at any time our full payment plan allows our customers to access all requested materials and services instantly

Online Exam Center /Email Policy Placing an order for an Online Exam Center/Email entitles the customer to a license to use the Online Exam Center/Email product solely for exam preparation study purposes for a term of up to ninety (90) days or less. A full refund less the Return Service Fee will be issued for a request made by a customer who has ordered an Online Exam Center and who 1) makes a request for a return within seven (7) days of the order date and 2) has not accessed any of the online content. After any product content has been accessed, no refund will be granted. All online products and components are single-customer licenses only and any sharing or other violations will result in immediate suspension without a refund. Note: where students have been sponsored by another party with a full fee payment for their courses by their sponsor of choice or self-sponsored, no refund will be made. Our full payment plan allows our customers to access all requested materials and services instantly after payments this website provides our clients to read and understand the full aspect of our services, and choose basing on their choice service of interest, before placing an order or payments.

Defective / Damaged Product Policy

Defective physical products or package components that are damaged in their primary shipment to the customer may be exchanged for the same product within 7 days of your order. Replacement product will be shipped at the discretion of AFK9 after AFK9 has received and inspected the returned damaged or defective products.

General Refund Policies

Customers may request to return or exchange a product that meets the requirements below for a credit or refund within 7 days of the initial order date. No refunds will be granted after 7 days. Requests for product or service returns or exchanges can be made by contacting our Customer Service team at email: info@afk9.com,+256775188830 during business hours for a Return Authorization and shipping instructions. Returns will not be accepted without a prior authorization. Note Where a customer places services like consultancy for k9 development program unit within their security firms, sale of developed training materials and manuals, charges of placement of handler referrals , K9 project management information systems software , only based online courses, online obedience training & consulting, Full onetime payment sponsorships, no refund will be issued since we charge these services instantly. Where students have been sponsored by another party with a full payment fee for their courses by their sponsor of choice or self-sponsored, no refund will be made. In case of any online fraud reports, Afk9 will exercise its refund policy that guide our clients. In the matter where you're a victim of the sucumstance due to negligence settle the matter with your banker, Uganda courts of law or send your complaint to email: info@afk9.com Our full payment plan allows our customers to access all requested materials and services instantly after payments this website

provides our clients to read and understand the full aspect of our services, and choose basing on their choice of interest, before placing an order or payment. No refund will be made after clients have paid for a security k9 handler team for protection Or any other related training and k9 services at their premises both in country and abroad until contract has ended. Afk9 will be at liberty to write to client for recall back of its security team without any refund made, all services at AFK9 (African k9 academy and detection services) will be paid for in advance before service delivery.

Refund Method - Refunds will be granted solely to the customer on record who paid for the item(s) being returned. Refunds for orders that were paid for with a credit card will be credited back to the original card. Orders paid for with cash or a check will be refunded by check Refund Processing - Refunds will be issued within 7 days after an authorized return has been received and processed. Return Service Fee – All eligible returns are subject to a \$50.00 return service fee Shipping Fees - Shipping and handling fees are non-refundable. Shipping fees for items being returned to AFK9 are the responsibility of the customer. Orders that are undeliverable or refused at delivery are subject to additional return shipping and handling charges. Return Window - It is the responsibility of the customer to return the product. Authorized returns must be received by AFK9 within 7 calendar days of the issuance of the Return Authorization number to be accepted for a refund Return Acceptance – AFK9 reserves the right to accept or decline returns based upon the requirements listed above. Returned products which do not meet the proper requirements will, upon request, be reshipped to the customer at the customer’s expense. Partial Returns – At its sole discretion, AFK9 may issue partial refunds for unassessed products that were part of a package provided all other requirements are met.

Refund of Corporate Discounts

Some customers are entitled to discounts on the list prices of certain afk9 products and services due to the relationships AFK9 Training Instructors, managers & consultants maintains with their employing firm. Where a customer places services like consultancy for k9 development program unit within their security firms, placement of handler referrals , K9 project management information systems, online obedience training & consulting, Full onetime payment sponsorships, no refund will be issued since we charge the these services instantly. If you placed an order at full list price and were entitled to a discount, please contact our Customer Service team during business hours to call us +256775188830 to request a refund of the discount amount within 7 days of your order. No refunds of corporate discounts will be made after this 7-day window. You will be required to present evidence that you qualify for the corporate discount.

WHY CHOOSE US?

From starting your studies to passing the exam, from ordering any Afk9 service it is our goal to provide the best material and delivery possible. No one supports you like AFK9

The logo for African K9 Academy & Detection Services (AFK9). The letters 'A', 'F', and 'K' are in a bold, black, sans-serif font. The letter '9' is in a bright green, bold, sans-serif font. A small 'TM' trademark symbol is located to the upper right of the '9'.

African K9 Academy & Detection Services.
Securing Our Continent
www.afk9.com