



## **Stoneware Onsite Training Information**

- 1) The onsite training SKU includes all travel, shipping and training manual expenses.
- 2) Onsite Training is scheduled once Stoneware has the order. The training instructor will contact the customer to determine dates that are available and reserve a date for the training.
- 3) The instructor will travel on Monday morning and arrive in time for class to start at 1pm.
- 4) Class Times: Mon 1pm-5pm, Tue-Wed-Thu 8am-5pm, Fri 8am-12pm.
- 5) There are a few items that we will need to know in order to provide onsite training: onsite training contact name, email and phone, address of the location for training location, shipping address and contact for training supplies, security or sign-in required to gain access to training site, parking permit if required, entrance close to building to bring laptop cases weighing 60-100 pounds in, verify internet access is available, verify overhead display is available, verify power in room for up to 12-laptops, name and email of all attendees.
- 6) Manuals and training supplies are shipped 7-10 days prior to the training date via Fed-Ex Ground or similar carrier.
- 7) Instructor will bring laptops unless circumstances require shipment of the laptops.
- 8) Cancellation Policy: Cancellations are accepted up to 30-business days prior to the first day of training. Refunds are not provided, but you can reschedule for another available class date if you notify us 30-business days prior to the first day of training. Cancellations/Rescheduling will not be accepted less than 30-business days prior to the first day of training. Rescheduled training is still subject to the expiration date on this voucher.
- 9) If instructor is delayed in arriving, arrangements will be made to modify the class schedule as much as possible and the instructors travel return to accommodate the lost time.
- 10) Lunch is not provided for onsite training. There will be a break given each day for attendees to go out and get lunch on their own.**