



TERMS OF SERVICE

NEN | National Education Network | iTEP Uzbekistan | itep.uz

Effective date: 16 September 2026

1. General Provisions

This Public Offer (“Offer”) sets out the general terms for ordering and paying for iTEP examinations and related services made available through itep.uz by NEN | National Education Network (the “Service Provider”). By submitting an order or registration and completing payment, the customer confirms acceptance of these terms. The accepted Offer forms an agreement between the Service Provider and the customer.

2. Services

The Service Provider may provide examination registration, test administration and scheduling support, candidate assistance, and other services related to iTEP examinations. The specific service, test format, location, and applicable conditions are those displayed or communicated during registration.

3. Price and Payment

The applicable price is shown on the website. Payments are processed through available banks, payment gateways, or other payment service providers. A service is considered paid when the relevant payment is successfully confirmed. Any bank or payment-provider conditions applicable to the transaction may also apply.

4. Registration and Customer Responsibilities

The customer must provide accurate and complete information and comply with the identification, registration, test-day, security, and conduct requirements applicable to the selected examination. The customer is responsible for reviewing examination requirements and arriving at the designated time with any required identification documents.

5. Rescheduling, Cancellation and Refunds

Rescheduling, cancellation, absence, and refund requests are handled in accordance with the conditions applicable to the relevant examination, the rules of the Service Provider, and mandatory requirements of applicable law. Where a refund is approved, it will normally be returned using an available payment method and may be subject to processing time and payment-provider procedures. No provision of this Offer limits mandatory consumer rights that cannot lawfully be excluded.

6. Examination Results and Third-Party Systems

Certain examination services, platforms, scoring processes, certificates, or results may be provided or controlled by iTEP International or other authorized third parties. NEN facilitates the relevant services but does not independently alter examination results issued by the examination provider. Third-party platforms may be governed by their own terms and policies.

7. Personal Data

Personal information is processed for registration, payment, examination administration, customer support, security, legal compliance, and related purposes in accordance with the Privacy Policy published on itep.uz and applicable legislation.

8. Liability

The parties are responsible for failure to perform their obligations in accordance with applicable law and these terms. The Service Provider is not responsible for interruptions or delays caused by circumstances beyond its reasonable control, including failures of third-party systems, payment networks, communications infrastructure, or force majeure, except where responsibility cannot be excluded under applicable law.

9. Complaints and Disputes

Questions or complaints should first be submitted to the Service Provider using the contact details below. The parties will seek to resolve disputes through good-faith communication. Any unresolved dispute will be handled in accordance with the applicable legislation of the Republic of Uzbekistan and the competent dispute-resolution procedure.

10. Changes to the Offer

The Service Provider may update this Offer from time to time. The version published on itep.uz at the time of acceptance applies to the relevant transaction, unless mandatory law requires otherwise.

11. Service Provider and Contact Details

NEN | National Education Network
Email: itep@nen-global.org

12. Governing Law

This Offer is governed by the applicable legislation of the Republic of Uzbekistan.