

Replacement Certificate Policy

1. Ascentis will strive to replace certificates wherever possible. In such cases there will be a charge for all replacement certificate regardless of the reason for the request. Details of the charges can be found on the Ascentis Website within the Ascentis Product Catalogue. This facility is offered as a customer service and in a very small number of cases it might not prove possible to replace a certificate.
2. Ascentis can replace hard copy certificates within the last 20 years. Certificates prior to this date may no longer be available.
3. Ascentis replacement e-Certificates are only available after 1st April 2020.
4. Replacement certificate requests must be sent to Ascentis by downloading and completing the Replacement Certificate Application Form which is available on the Ascentis Website. The completed Application Form is to be either emailed to or addressed to:

Awarding@ascentis.co.uk

Awarding Team
Ascentis
Ascentis House
Lancaster Business Park
Mannin Way
Lancaster
LA1 3SW

Tel: 01524 845 046

A hard copy of this document is available upon request from Ascentis.

5. Ascentis will issue the replacement certificate within 4 weeks of receiving payment.