

## **Refunds, Cancellation and Credit Notes Policy**

- 1 The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (the 'Consumer Contract Regulations'). If you are purchasing Goods and Services from us as a Consumer, the Terms of this Clause will apply.
- 2 You are entitled to a 14-day 'cooling off' period from the date you receive the Goods and Services under the Consumer Contract Regulations, during which time you may return Goods and Services purchased through the Website, subject to clause 3, for a refund or exchange, for any reason.
- 3 If you wish to exercise your rights under the Consumer Contract Regulations, you can do so by informing us of your intentions in writing or by completing the model cancellation form. Any refund will be limited to the cost of the Goods and Services purchased. You must return the Goods and Services and Services to us within 14 Working Days of the date on which you notify us that you wish to cancel the Contract. You will be liable for all shipping costs incurred in returning the Goods and Services and Services to us. The Goods and Services and Services must be returned undamaged and unused. The Goods and Services and Services must be returned using a recorded and insured delivery service. Non-faulty items returned may be subject to a restocking fee.
- 4 Your refund will be issued within 14 days of receipt of the undamaged, unused Goods and Services and Services. We reserve the right not to issue a refund if, upon inspection, the Goods and Services and Services are found to have been used or damaged in any way. This does not affect your statutory rights.
- 5 In respect of Goods and Services and Services purchased within the European Economic Area, the right to cancel does not extend to any un-sealed audio or video recordings, computer software/files, personalised Goods and Services or Goods and Services made to a customer's specification, perishable Goods and Services and/or services and any copyright protected training materials including Digital Downloads.
- 6 Except for the provisions of clauses 1 to 5 which only apply if you are a consumer, it is company policy not to issue cash refunds. Notwithstanding clauses 1 to 5 above, you may, with our prior written consent, return unused Goods and Services and have your account credited by way of a credit note for future orders subject to the following conditions:
  - 6.1 the Goods and Services must be in a good condition, unopened, unused and undamaged;
  - 6.2 you are able to provide us with the original invoice or proof of purchase;
  - 6.3 you are responsible for the cost of returning the Goods and Services to us.
- 7 If you are a business customer and have signed up to a Provision Agreement, you must comply, in addition to the conditions set out in clause 6, with any conditions set out in our credit/invoicing policy which you agree to adhere to as part of the agreement.
- 8 Notwithstanding clause 6, we reserve the right to refuse to provide you with a credit note for any reason and may charge you an administrative fee for our reasonable costs incurred in arranging such credit note.

- 9 When a credit note is issued, it is valid for 12 months and may be used against any of our products. If your credit note exceeds the purchase price of the good(s) you are purchasing, no change will be given for the unused portion of the credit note. Where your credit note is less than the purchase price of the good(s) you are purchasing, you must pay the outstanding balance.
- 10 It is important to keep your original credit note safe as copies will not be accepted. The credit note number reference must be presented prior to the point of purchase in order for the good(s) to be collected or delivered.