

Terms and Conditions of Sale

Introduction

These Terms of Purchase set out how you (the User) can make purchases from our Site. Please read them carefully. We pride ourselves in providing a high level of customer service and ensuring that you are clear in respect of all of your rights relating to your purchase. Ahead of making any purchase you will be asked to tick a box on our Site which says "I Accept the Terms and Conditions of Sale". In ticking that box, you will be accepting the terms set out here.

We are based in the UK and our Terms of Purchase are governed by UK legislation. We can offer international shipping and our digital documents can be downloaded worldwide.

The Terms of Use for our Site and our Privacy Statement can be found on separate pages.

It is always our aim that you will be fully satisfied with your purchase. Should you have any questions about your purchase we will be happy to assist.

Purchase Terms for Services

The details of each specific service and the terms of delivery associated with it are described on each page of the website and delivered in accordance with these terms. You should review those terms in detail before purchasing.

If you purchase as a consumer, rather than a business, then should you change your mind following your purchase you are entitled to a refund within the first 14 days provided you have not used any elements of the service during this period.

Purchase Terms for Non-Customised Products and Digital Downloads

We are proud of our online instant access trainings and the results which our clients achieve from them. If you buy an instant access program you are purchasing a digital downloadable file which you will receive via email automatically once your payment has been processed. You can then download and save to your device. As you receive this file instantly you will not be entitled to receive a refund so do check that you are purchasing the correct product or service to meet your needs. Your other statutory rights to a refund remain in place in the usual way.

Please be advised that we reserve all rights to our intellectual property for both our customised and non-customised products and services. This means that whilst you are free to use the download digitally or print

out a copy for personal use you are not permitted to copy, distribute, adapt, edit or share any of our products with third parties.

Should you have any problems with downloading your file or be unable to access the download please email us, placing 'Tech Query' in the subject field and send your email to info@hayleyforbescoaching.com

Additional Circumstances

Should you consider that you have grounds to obtain a refund which are not set out above you should email info@hayleyforbescoaching.com to set out your refund request.

All refunds are provided in accordance with your statutory rights.

Law and Jurisdiction

These terms and any claim or dispute arising in relation to any purchase will be governed by English law. You and we agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any such claim or dispute.