

Refund Policy and Digital Product Waiver

1. Overview

Thank you for purchasing from **Nicky Shaw Care and Learning Consultancy Ltd.** We provide digital products including online courses, downloadable materials, and educational content.

Due to the nature of digital products, refunds are limited and subject to the terms outlined below. By purchasing any product from our website, you agree to this Refund Policy.

2. Digital Products & Online Courses

All online courses sold through our website are **digital goods** delivered electronically.

These include but are not limited to:

- Online courses
- Downloadable files
- Templates
- Educational resources
- Video lessons

3. Digital Product Waiver

By purchasing and accessing any digital course on this website, you expressly agree to the following:

- You **consent to immediate access** to the digital content after purchase.
- You **acknowledge that the service begins immediately upon purchase or access.**
- You **waive your statutory 14-day cooling-off period** once the digital content has been accessed or downloaded.

Once access to the digital product has been provided, **you lose your right to cancel the purchase under applicable consumer protection laws.**

4. Refund Eligibility

Refunds may only be considered under the following circumstances:

Eligible for Refund

You may be eligible for a refund if:

- You were **charged multiple times for the same product**
- The product **was not delivered due to a technical issue**
- The product is **materially different from its description**

If any of the above occur, please contact us within **7 days of purchase.**

Not Eligible for Refund

Refunds will **not be granted** in the following cases:

- You changed your mind after purchase
- You did not use the product
- You did not complete the course
- You misunderstood the product description
- You lack the required software, hardware, or skill to use the product
- You have already accessed, downloaded, or streamed the content

5. Technical Issues

If you experience any technical problems accessing the training, please contact us first so we can help resolve the issue.

6. Requesting a Refund

To request a refund, please contact:

Email: nickyshaw@nickyshawtraining.com

Include:

- Your full name
- Purchase email
- Order number
- Reason for refund request

We aim to respond within **3–5 business days**.

7. Contact Information

If you have questions regarding this policy, please contact:

Nicky Shaw Care and Learning Consultancy Ltd.

Email: nickyshaw@nickyshawtraining.com

Website: www.nickyshawtraining.com