



REFUNDS & RETURNS POLICY

All requests for refunds of items or services purchased through numberstacks.co.uk are considered according to the policy below:

Resource Kits:

- If you find an item is damaged or missing on receipt of the resource kit, please contact us via support@numberstacks.co.uk and we will arrange for replacement items to be sent out to you.
- All Resource Kits, either Introduction or Full, can be returned within 14 days of receipt for a full refund. The buyer is responsible for the cost of postage to return their Resource kit and all items must be returned in re-sellable condition in their original packaging. Upon receipt of the returned Resource Kit, we will inspect all items and issue a refund. Should any items need replacing before the Kit can be re-sold, the cost of these items will be deducted from the refund.
- If you wish to return your Resource Kit, please contact us via support@numberstacks.co.uk within 14 days of receipt. Goods must be returned within 14 days of this initial notification.

Memberships:

- Memberships to numberstacks.co.uk fall under the category of digital content.
- Once you purchase a membership to numberstacks.co.uk, you will have access to the full range of digital content available. By logging in and accessing these resources, you automatically waive your right to request a refund for these services.
- If you have not yet created or accessed your numberstacks.co.uk account and you decide you no longer require it, please contact us via support@numberstacks.co.uk within 14 days of purchase to request a refund. Your user details will be checked and any unused membership account will be deleted and a refund issued within 14 days of your request.

Refunds:

All refunds will be issued via Paypal to the payment method used to make the original purchase.