



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.

Training Sessions:

- If you have booked a training session and are no longer able to attend, please email training@numberstacks.co.uk and we will be happy to book you onto an alternative session.
- If none of the alternative available sessions are convenient, we can offer a refund which will be processed within 14 days of your request.

Refunds:

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

All sales are governed by the law of England and Wales, and are subject to the exclusive jurisdiction of the courts of England and Wales.