Touchstone Education Terms and Conditions DEFINITIONS

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is a mistake in these terms or require any changes, please contact Us to discuss. 1.4 Conflicts. If any of these Terms conflict with any term of the Booking, the Booking will take priority 2. INFORMATION ABOUT USAND HOW TO CONTACT US

2. INFORMATION ABOUT US AND HOW TO CONTACT US 21 Who We are a View are a limited liability partnership registered in England and Wales. Our company registration number is SO30544 and Our registered offices at 6-9 Railway court. Ten Pound Valk, Doncaster, DN4 5FB 22 How to contact US 'You can contact Us by telephoning Our customer service learn at 01302 897131 or by emailing Us at Office @courtshoneeducation.co.uk or writing for Touchstone Education.LP6-9 Railway court, Ten Pound Valk, Doncaster, DN4 5FB 23 How We may contact you. If We have to contact you We will do so by telephone or by writing to you at the email address or postal address you provided to Us in your Booking. 24 "Writing" includes emails. When We use the words "writing" or "written" in these terms, this includes emails.

3 OUR CONTRACT WITHYOU

3. OUR CONTRACT WITHYOU 3. 1 How Rew lise cost your Booking. Our acceptance of your Booking will take place when We email you to accept It, at which point a contract will come into existence between you and Us. 3.2 if We cannot accept your Booking. If We are unable to accept your Booking, We will inform you of this in writing and will not charge you. This might be because of unexpected limits on Our resources which We could not reasonably plan for, because We have identified an error in the price or description of the Seminar or because there are no spaces left. 3.3 Your Booking Reference. We will assign a Booking reference number to your Booking and tell you what it is when W eaccept your Booking. It will help Us if you cantell Us the Booking reference whenever you control Lie Booking. It will help Us if you cantell Us the Booking reference whenever you

If you wish to make a change to your Booking please contact Us. We will let you know if the change possible. If it is possible We will let you know about any changes to the price, the timing of supply anything else which would be necessary as a result of your requested change and ask you to confin whether you wish to go ahead with the change. 5. OUR RICHTS TO MAKE CHANGES 5. Minor channes: Wearerum i

5 OUR RIGHTS TO MAKE CHANGES 5 I Minor changes. We may make changes: 5.1 Minor changes. We may make changes: 5.1 to reflect changes in relevant laws and regulatory requirements: 5.1 to the location of any. Seminar and/or spaket(s), mentor(s) or content, at any time without notice. You will not be entitled to a refund as a result, unless you excribe yourrights as stated in clause 10. 5.2 More significant changes including changes to these terms in haddition, as We informed you on Our website. We may make the following changes but if We do so We will notify you and you may then contact Us to end the contract and receive all lifeting before the changes take effect: 5.2 I changes in how We accept payment from you; and 5.2 Uchages to relevant laws and regulatory requirements. 5.3 Updates to digital content. We may update or require you to update digital content, provided that the digital content shall always match the description of tithat We provided to you before you bought it. 6. PROVIDING SEMINARS

6. PROVIDING SEMINARS 6.1 When We will supply the Seminar to you on the date set out in the Booking unless otherwise varied by Us in accordance with clause 5. 6.2 if the contract is a one off

e of digital content. We will make the digital content available for download by you as soon as We

accept your Booking. 8.3 Filming and Photography. Seminars may be filmed and recorded by Touchstone Education without prior notice and unless you inform us before the Seminar begins, you will be deemed that you have given Us permission for any footage containing you to be used by Us for

commercial purposes. 6.4 We are not responsible for delays outside of Our control. We will make every effort to provide th Seminar on the date(s) set out in the Booking. However, there may be delays due to an Event Outside Ou b4 We are notresponsible tor or deays outside of Our control. We will make every effort to provide the seminar on the deale(s) set out in the Booking. However, there may be dealys due to an Event Outside Our Control. See clause 15 for Our responsibilities when an Event Outside Our Control hours possible to the Service's is delayed by an event outside Our control them Ke will contact you as soon as possible to be lable for dealyse, susceed the event outside Our control them Ke will contact you as soon as possible to be lable for dealyse, susceed by the event, but if there is a nick of substantiated by you may contact Us to end the contract and receive a refund for any Seminary ou have paid for but not received.
65 What happeneity joud contractly 10 you dontopy Us for a Seminar hown you are supposed to as set out inclause 12. and you still don ontrake payment within 7 days of Us reminding you that payments is due, We may withdrawy our enrolment on a Seminar with imim date effect (except where you sideue an invoice under clause 12.1). We will contact you to topy the still donal of the right of the service as the service a

b. Writis is holinicidea?
6.1 You acknowledge that We donot (nor any trainer, mentor, consultant, team member, agent or employee who is providing a course, mentoring or other training) provide financial, tegal or accounting dvice. We are not authorised by the FCA or other body to do so and ass such this is does not form part of the Semitar or the contract burbereal by the FCA or other body to do so and ass such this is does not form part of the Semitar or the contract burbereal by the FCA or other body to do so and ass such this is does not form part of the Semitar or the contract burbereal by the FCA or other body to do so and ass such this is does not form part of the Semitar or the contract burbereal by the song interview of the song that the form and to not indigeneat or reflect Our opinions comments, burber leaves the song the song

7. EXCLUDED SERVICES 7.1 We use self employed consultants to assist us in providing Seminars. They may offer you Excluded Services with Our consent. If you accept or proceed with any Excluded Services, the contract will be between you and the consultant and not between you and Us. 7.2 We do not recommend or endorse any of the Excluded Services or offer any guarantees as to the Excluded Services any potential filmancial entrumrising from them. If your gare to take Excluded Services you are doing so at your own risk. 7.3 Wesugest that you makey our own risk.

1.2 ne equiparti and your lake you on the single and single and the second s

Sa vices. 7.5 By placing a Booking you are agreeing to forever waive and release Us and our affiliates and partners from any claims you may have against Us arising out of or in connection with the Excluded Services.

on any claims your may have against Us arising out of or in connection with the Excluded Services. DOUBLE MONEY BACK GUARANTEE 11 We offer a 'Double Money Back Guarantee' subject to certain criteria being met. This is in addition to

8.1 We offer a 'Double Money Back Guarantee' subject to certain criteria being met. This is in additio and does not affect your legal rights.
8.2 If you do not get two bona fide property deals within double the price you paid for the programme Please note that any refund due under excludes any amounts you have paid for the programme Please note that any refund due under excludes any amounts you have paid for the programme Please note that any refund due under excludes any amounts you have paid for the programme Please note that any refund due under excludes any amounts you have paid for the programme Please note that any refund due under excludes any amounts you have paid for the programme Education courses.
8.3 In order to gualify for our "Double Money Back Guarantee" you must meet and be able to demonstrate that you have met the following criteria:
8.2 a dimend all exist 30 property his networking/angle mile 2P Baltinum one to one training sessions; 8.3 a dation at less 30 property his networking/angle miler dations for the provided as proof:

proof); 8.3.3 publish at least two posts a week on Touchstone Education community Facebook page of questions

lenges; w all actions given in '1 to 1 sessions' and where not followed, the reasons why before the next 834 fo

ession to reset action; 8.3.5 view a minimum of 10 properties a month (documentary evidence of viewings will need to be supplied

S3. Viewa minimum of 10 properties a month (documentary evidence of viewings will need to be supplied from viewing agents);
 S3. make a minimum of three offers a month (documentary evidence of offers will need to be supplied);
 S3. make a minimum of three offers a month (documentary evidence of offers will need to be supplied);
 S3. make a minimum of three offers a month (documentary evidence of offers will need to be supplied);
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 S3. make a minimum of three offers a month (documentary evidence of offers will need to be supplied);
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 S3. make a minimum of three offers a month (documentary evidence of a supplied);
 S3. make a minimum of three offers a month (documentary evidence of a supplied);
 S3. make a minimum of three offers a month (documentary evidence of a supplied);
 S3. make a minimum of three offers a month (documentary evidence of a supplied);
 S4. If you are unable to domonstrate compliance with the criteria in clause 6.3 above to Our satisfaction,
 you will not be evidence any refund.
 S5. We will pay to you any money due under this clause to the method of payment you used in your
 Booking.

FALURE TO ATTEND you fail to attend a Seminar but have not varied your Booking in accordance with clause 4, you will for you fail to attend a Seminar but have not varied your Booking in accordance with clause 4, you will for the seminar but have naid for that Seminar. This covers the cost we have incurred in organising you If you fail to attend a Seminar but have not varied your Booking in accordance with clause 4, you will fur any amounts that you have paid for that Seminar. This covers the cost when were incurred in organising Booking and attendance at the Seminar. You will not receive any credits for a Seminar that has been for but for which you donot attend. You acknowledge that this clause does not work harshiy on you 10. YOURR GIRST TO END THE CONTRACT

10. TOUR RIGHTS TO END THE CONTRACT 10.1 You can always end your contract with Us. Your rights when you end the contract will depend on what you have booked, whether there is anything wrong, how We are performing and when you decide to end

you have booked, whether there is anything wrong, now reverse processing at the contract. (In the contract is 10.1.1 (What you have bought is faulty or misidescribed you may have a legal right to end the contract (or toget a service re-performed or to gets some or all or your mony back), see clause 11; 10.1.2 (I youwant to end the contract because of something We have done or have told you. We are gring to do, see clause 10.2; or 10.1.3 (I youhave) last changed your mind, see clause 10.2; or 10.1.3 (I youhave) last changed your mind, see clause 10.3. You may be able to get a refund if you are within the cooling off period, but this may be subject to deductions.

10.2 Ending the contract because of something We have done or are going to do. If you are ending a contract for a reason set out at 10.2.1 to 10.2.4 below, the contract will end immediately and We wi

Contractor areason sector at 0.2, 100 to 2,4000 w, the Contract where an immunity of the Contractor at 100 to 2,4000 w, the Contractor at 100 to 2,500 w and 100 to 2,500 w and 2,500 w an iehto 12.4 If you do not make any payment due to Us by the due date for payment, We may charge interest you on the overdue amount at the rate of 3% ayear above the base lending rate of Barcia's Bank Pic from intertoime. This interest shall accore on a daily basis for minde ude at eurilitie date of acuta pic of the overdue amount, whether before or after judgment. You must pay Us interest together with any overdue amount, whether before or after judgment. You must pay Us interest together with any overdue amount.

The ourdine amount at the rate of 3% a year above the base instraing rate of assure y a summ, our immetoitm. This interest shall accound and yabas form the durad an until the date of actual payment of the over due amount, whether before or after judgment. You must pay Us interest together with any overdue amount. 12.5 We take all reasonable care to ensure that the price advised is correct. However please see clause 12.9 for what happens if V discover an error in the price specified in your Booking. 12.6 We have to cancel a Booking before the start date for the Seminar, due to an Event Outside Our Control pensits to the contral basis. You for materials without which We cannot provide the Seminar are unavailable. We will promptly contact you if this happens. 12.7 If you base to cancel ad Sooking before the start date for the Seminar, due to an Event Outside Our the situation within 14 days of Us asking you to in writing: 12.8 We will pass on changes in the rate of VAT. 12.9 We have to cancel ad Sooking better the rate of VAT. 12.9 What happens if W discover due will promptly contact you if this happens. 12.7 If you base son changes in the rate of VAT. 12.9 What happens if We discover due will be the specified our base if forts, products and services amy be incorrectly price ad your Booking, adde is higher than the price stated for U price list, We will constately our calvour Booking son that, where the Product's correct price aryour instructore advour Booking addes higher than the price stated for U price list, We will constately our instructore advour Booking addes higher than the price stated for Ve accessing your Booking. If We advert the Product's correct price advour Booking and the exist of a specific solvous and unmissible and out grice list, We will contact you for your instructore advour Booking and the source asynut Booking addes higher than the price stated for the return of any goods provided to you. 12.10 We can change interest if you pay late. Privau don to make any payment to Us by the dus

8. RESCHEDULING A BOOKING you would like to reschedule your enrolment on a Seminar from the original Seminar date. you must offly Us in writing providing Us with full details of the original date and your preferred Seminar date. We re not boliged for exchedule your enrolment but may do so at Our own discretion. You achnowledge that fer may incur additional charges as a resultand We will be entitled to recover these reasonable costs from ou. You further achnowledge that June 'ability for eschedule will depend on the availability of places and rail behall, to the fullest extent permitted by law, have no liability to you in the event that no places are wind behall.

14. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

evaluate. 4 OUR RESPONSIBILITY FOR LOSS OR DMMAGE SUFFERED BY YOU 14 J We are responsible to you for forreseeable loss and damage caused by Us. If We fail to comply with these terms, We are responsible for issor damage you suffer that is a foreeable result of Our breaking this contract or Our failing to use reasonable care and skill, but We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreeable f either it is howins that it will happen or if, at the time the contract was made, both We and you knew it might happen, for example, if you discussed it with L9 during the safes process. 14 2 When We are liable for damage to your property. If We are providing services in your property, We will make good any damage to your property, at We are not responsible for any loss or responsible for the cost of repairing any pre-siting faults or damage to your property. Me discover neight make good envices. If defective digital content which We have supplicit damages a device or digitationtent belonging to you We will either repair the damage or pay you compensation. 13 We are not liable for business on sess. We only supply the products for domestic and private use. If you use the products for any commercial, business or reas lep unpose We will have no liability to you for any loss of profit, reso so thusiness, business interruption, or loss of business opportunity. 15 LY ewill not be faile or responsible for any rail aureto perform, or delay in performance of, any of Our change to there there interruption any as a construction by the real sci ordino business on portunity. 15 LY ewill not sites, lockoutor ordiner intervision and business opportunity. 15 A We are not thereas that a caused by an Event Outside Our Control (including but not limited to Us having to rearrange or cancel a seminar). 15 A Mere Moutside Our Control means any act or event beyond Our reasonable control, including thort limitation to these, lockouto are other industrial action by third parties, e

these Terms: 15.3.1 We will contact you as soon as reasonably possible to notify you; and 15.3.2 Uur obligations under these Terms will be suspended and the time for performance of Our obligations will be excluded for the duration of the Event Outside Our Control affects Our performance of the Seminar to you, We will rearrange the Seminar as soon as reasonably possible after the Event Outside Our Control is over.

reasonadray possione and rink ± vent Utuiside Our Control is over. 15.4 You may cancel the contract flam EventO tuisde Our Control lakes place and you no longer wish Us to provide the Seminar. Please see your cancellation rights under clause 10. We will only cancel the contract if the Event Outside Our Control continues for longer than two weeks in accordance with Our cancellation rights in clause 10.

To L2 process your personal information sourceminan, and 161.3 if you agreed to this during the Booking process, to inform you about similar products that We provide, but you may stop receiving these at any time by contacting Us. 16.2 We may pass your personal information to credit reference agencies. Where We extend credit to you, We may pass your personal information to credit reference agencies and they may keep a record of any

writing, and that will not mean that We will automatically waive any later default by you. 17.6 Which laws polyto this contract and where your may bring legal proceedings. These Terms are governed by English law. You and We both agree to submit to the Nonexclusive juriadiction of the English courts. However, if you are a resident of Northern intend you may also for high roceedings in Northern Ireland, and if you are a resident of Scotland, you may also 17.7 By registering for a tacket at the 'Touchstone Education Six Figure Summit' you agree that should you not attend the event for any reason, you will be due to pay a penalty fee of £82.50 plus VAT d 20% which will be payable one day after the event closes.

HOW WE MAY USE YOUR PERSONAL INFORMATION

will use the personal information you provide to Us to rovide the Seminar; rocess your payment for such Seminar; and

proceed; 10.2.3 there is a risk that supply of the Seminar or any Product(s) may be significantly delayed because of events outside Our control; or 10.2.4 you have a legal right to end the contract because of something We have done wrong. 10.2 A you have a legal right to end une contract operates of sometring ave networker works. 10.3 Exercising your right to change your mind (consumer Contracts Regulations 2013). For most products boughtonine you have a legal right to change your mind within 14 days and receive a refund. These rights under the consumer Contracts Regulations 2013, are explained in more detail in these terms. 10.4 When you don't have the right to change your mind. You do not have a right to change your mind in

ect of 10.1.1 digital products after you have accessed the online courses, started to download 10.4.2 services (including Seminars), once these have been completed, even if the ca

Sill running: 10.4.3 sealed audio or sealed video recordings or sealed computers software, once these products are unsealed after you receive them; and 10.4 a nay Products which become mixed inseparably with other items after their delivery. 10.5 a nay purchases which took place at Touchstone Education S Premises 10.5 How long do I have to change my mind? How long you have depends on what you have ordered and how it is delivered.

how It is delivered. 10.5.1 Have you purchased services (for example, Seminars)? If so, you have 14 days after the day We email you to confirm We accept your Booking. However, once We have completed the Seminar you canno change your mind, even If the period is still running. If you cancel after We have started the Seminar you mustipary U for services provided up unit the time you bell bit hat you have changed your mind. 10.5.2 Have you bought digital content for download or streaming including onlinecourses? If so, youhave 14 days after the day We email you tocordirm We accepture DRoching, or, if earlier, until you access the online courses or start downloading or streaming. If We delivered the digital content to 10.5.3 Have you bought digital, on this when ordering, you will not have a right to change your mind. 10.5.3 Have you bought of this when a dering, you will not have a right to change your mind. 10.5.3 Have you bought digital was 14 days after the day you (or some oneyou nominate) receives the goods, unless

10.5.3 Have you ought goods? it so you have 14 days after the day you (or some one you nominate) red the goods, unless 15.5.3 I Your goods are split into several deliveries over different days. In this case you have until 14 after the day you (or some one you nominate) receives the last delivery to change your mind abo

goods. 10.5.3.2 Your goods are for regular delivery over a set period. In this case you have until 14 days after the day you (or someone you nominate) receives the first delivery of the goods. 10.6 Tell Us you want to end the contract. To end the contract with Us, please let Us know by doing one of day you (or so 10.6 Tell Lis w

the following 10.6.1 Phone or email. Call customer services on 01302897131 or email Us at <u>office@vuchstoneeducation.co.uk</u> Please provide your name, home address, details of the Booking and, where a valiable, your phone number and email address. 10.6.2 By post. Print off the form below and post it to Us at the address on the form for the attention of Emily Ractiff Control with the saft haddress including the information required in the form. CANCELLATION FORM Can Control and Bailway Court, Ten Pound Walk, Doncaster, DN4 5FB To: Touristone Education 6-9 Railway Court, Ten Pound Walk, Doncester, DN4 5FB We'r hereby give notice that IWe' cancel my/Dur Contract of sale of the following goods' for the supply of the following services' Name of consumer(s).

ımer(s) Address(es

Signature (if sent on paper)

Date. D 7. Returning products after ending the contract. If you end the contract for any reason after Products have been dispatched to you or you have received them, you must return them to Us. You must either return the goods in person towhere you bought them, postthem back to box of (the yar endostuilable for posting) allow Us to collect them from you. Please call customer services on 0.1920 2897.131 or email U as files@bucktshoneeducation.co.uk for a return label or to arrange collection. If you are exercising you right to change your mind you must send off the goods within 14 days of telling Us you wish to end the

When We will pay the costs of return. We will pay the costs of return: 1 if the products are faulty or misdescribed: or

10.8.1 if the products are taulty or misdescribed; or 10.8.2 if you are ending the contract because We have told you of an upcoming change to the Product or these terms, an error in pricing or description, a delay in delivery due to events outside Our control or because you have a legat right to do so as a result of something We have done wrong. In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return. of return

of return. 10.9 HowWe will refund you. We will refund you the price you paid for the Products and any Seminar(s) encluding delivery costs, by the method you used for payment. However, We may make deductions from ing delivery costs, by the ice, as described below

the price, as described below. 10.10 Deductions from refunds. If you are exercising your right to change your mind: 10.10 Deductions from refunds. If you are exercising your right to change your mind: 10.10 Deductions (if this has been caused by your handling them in a way which would not be permitted in ashop. If Werefund you the price paid before We are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay Usa an appropriate amount. 10.10 2 the maximum refund for delivery casts will be the costs of delivery by the least expensive delivery method We offer, For example, If Werefund for delivery and the Poductivith in 35 days at one costs buy you choose to have the Product delivered within 24 hours at a higher cost, then W e will only refund what you would have marked the behave of delivery.

to lare router router to will be readed will be a langue to be, and we we will only real ways and the second of the cheaper delivery option. 10.10.3 Where the Productis a service, W emay deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told Us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full

coverage of the contract. 10.11 When your refund will be made. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:

to it is then you related which hade any relative to the source of you as source as possible. If you are severalising your right to change your mind then: 10.11.1 If the products are goods and We have not offered to collect them, your refund will be made within 14 days from the day on which We receive the Product backfrom you or, if earlier, the dayo not which you provide Us with evidence that you have sent the Product back to Us. For information about how to return a Product to Us, see clause 9.8. a Product to Us, see clause 9.6. 10.11.2 In all other cases, your refund will be made within 14 days of your telling Us you have changed your

mind 10. 12 We may end the contract if you break it. We may end the contract at any time by writing to you if: 10. 12. 1 you do not make any payment to Us when it is due and you still do not make payment within 7

16.2 We may pass your personal information to centifications agencies and they may keep a record of any search that they do.
16.3 We will not you personal information to centifications agencies and they may keep a record of any search that they do.
16.3 We will not yig you personal information to centifications agencies and they may keep a record of any search that they do.
17.1 OHER INFORMATITERMS
17.1 We may transfer this agreement to someone else. We may transfer Our rights and obligations under these Terms to another organisation, and Ye will always notify you in writing if this happens, but this will not affect your rights or of collegations under these Terms.
17.2 Notepart Mercure and the transfer the someone else. We may transfer Your rights and obligations under these Terms.
17.3 Notody desites a registration of the transfer these Terms.
17.4 Hoody desites a registration of the transfer these terms to alward the some the search within the sourt rights to enforce and the search and the search and the some transfer to any only transfer your rights or Transfer and your of the terms.
17.4 Hoody desites a samplify this contract. The contract is between you and Us. No other person shall have any in yobs to enforce any of its terms.
17.4 Hoody desites a samplify this contract. The contract is between you and Us. No other person shall have any in yobs to enforce any of its terms.
17.4 Hoody desites a samplify the contract meta and life of the samplify the samplify the one of the same that we have were any end to right a samplify the samplify the samplify the one and field.
17.5 Even (If We delay in enforcing the weight command weight of the samplify the samplify the samplify the delay in enforcing the weight of the samplify the 10.12 We may end the contract if youbreak it. We may end the contract any time by writing to you if: 10.12.1 you donct make any payment to Us when it is due and you still donot make payment within 7 days of Us reminiding you that payment is due; 10.12.2 you do not, within a reasonable time of Us asking for it, provide Us with information that is necessary for Us provide the Product(s) or Semininar(s); 10.12.3 you donot, within a reasonable time, allow Us to deliver the products to you or collect them from Us;

In 12-5 you do hick, within a teach labeline, and/or us do latered in products do you do base, and in the US; 10.13 You must compensate US if you break the contract. If We end the contract in the situations set out in cause 10.21 We will refund any money you have paid in advance for products or Seminars We have not provided but We may deduct or charge you a proportion of the price based on our current charging rates depending on the date on which We and the contract, as compensation for the net costs We will incur as a result of your breaking the contract. 11. FIFKER ES APROBLEM 11.1 How to tell Us about problems. If you have any questions or complaints about the Product, please contact Us. You can telephone Our customer service team at 01302 897131 or write to Us at office@isuchstoneeducation.co.uk or Touchstone Education 6-9 Railway court, Ten Pound Walk, Doncaster, DN45FB

aster. DN45FB

Doncaster, DN45FB 11.2 Summary of your legal rights. We are under a legal duty to supply products and services that are in conformly with this contract. See the box below for a summary of your key legal rights. Nothing in these terms will affect your legal rights. Summary of your key legal rights

Summary of your key legal rights This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please with the Cilizens Advice website www. adviceguide.org.ut.or call 03454 04 0566. If your Product to goods, for example fumiture or a laptop, the Consumer Rights Act2015 says goods must be as described filt or purpose and of satisfactory quality. During the expected life of your Product your legal rights entitit up to 30 days. If your item is faulty, then you can get a refund. up to 30 days. If your faulty item can't be repaired or replaced, then you're entitled to a full refund, in

rate of VA of VAT ta 12.3 Upo

most cases. up to six years: if the item can be expected to last up to six years you may be entitled to a repair or replacement, or, if that doesn't work, some of your money back. If your Product is digital content, for example a mobile phone app or a subscription to online information or ourses, the Consume (Rights Act2015 says digital content must be a described, fit for purpose and of

or courses, the Consumer Rights Act2015 says digital content must be as described, fittor purpose and of satisfactory quality: if your digital content is faulty, you're entitled to a repairor a replacement. If the fault can't be fixed within a reasonable ime, or without causing you significant incovereince, you can get some or allofyour money back if your can show the fault has damaged your device and We haven't used reasonable icare and skill, you may be entited to a repair or compensation if your Product is services, for example the provision of a Seminar, the Consumer Rights Act 2015 says: youce anaksUs to repeard or Kaney content's as eviced informations and skill, or er reasonable. If your physical states are and skill and per reasonable. If your back if your content's as eviced if finance rained out withreas conable care and skill or part and the can't fix Lif you haven't agreed a price upfront, what you're asked to pay must be reasonable.

be reasonable. 11.3 Your obligation to return rejected products. If you wish to exercise your legal rights to reject products sources either return them in person to where you bought them, post them back to U so of (they are not suitable for posting) allow Us to collect them from you. We will pay the costs of postage or collection. Pease call customer services on 01028 201731 or email Us at office@jbouchstoneeducation.co.uk for a return label of the arrange collection. 12.1 Theorement there are interesting to the service of the servic 12. PRICE AND PAYNENT "... 12.1 Theprice will be set out in Our price list in force at the time We confirm your Booking. Our prices may change at any time, but price changes will not affect Bookings that We have confirmed with you. 12.2 These prices do not include VAT which will be added onto the price at the current rate. If the rate of VAT changes between the date of the Booking and the date of delivery or performance. We will adjust the rate of VAT that you pay, unless you have already paid for the Seminar in full before the change in the rate of VAT takes effect.

12.5 Option submining a Booking, (unless plan initial) if the multiple states a deposit in the plan backwise your begacen a Semining (Deposit)) hyving of credit or debited and. We will not access the Booking unless We receive your Deposit. We will send you an invoice in respect of your Booking (by email or by post) and full payment of the balance for the Seminar must be made 30 days prior to the date of the Seminar. Your rights to a refund on carcellation are set out in clause 10.

ng a Booking, (unless paid in full) We will request a deposit from you to secure your