

TRUE SUCCESS LTD –SUCCESSFUL PRIVATE PRACTICE CD PROGRAMME

TERMS & CONDITONS OF PURCHASE

Dear Valued Customer,

We pride ourselves with our quality of product and our service to you, our customer. We strongly advise you to read our terms of service to help ensure a trouble free purchase and receipt of your goods.

- **GUARANTEE:** For all CD sets your item comes with a full 30 day money back guarantee from the date your purchase is made.
- **OUR CONTRACT:** When you place an order to purchase the CD sets or downloads from True Success Ltd, PayPal will send you an e-mail confirming receipt of your order. True Success Ltd will email details of your order despatch date.
- **COPYRIGHT:** The CD sets or any portion of the CD's or FREE download on our website may not be reproduced, duplicated, copied, sold, resold, or otherwise exploited for any commercial purpose without our express written consent.
- **RETURN POLICY DETAILS:** If you are not happy with your CD set, please return your goods within the guaranteed 30 day period and we will give you a full refund by cheque (The refund *excludes* the delivery postage and your return postage). Please return the CD set in the same condition as they were received (with similar packaging to protect the goods in transit) and we will refund the monies paid for the value of the goods as sold to you within 7 days of receipt of the refunded goods.
- **DELIVERY:** Please allow 5-6 working days for delivery of CD sets, unless otherwise informed by True Success Ltd. We will notify you by e-mail to inform you of the date of despatch and we will post your items by 1st Class Royal Mail. Please ensure you make arrangements for receipt of your parcel. We cannot accept any responsibility for items lost or damaged or stolen as a result of circumstances following delivery or written notification of delivery by the Royal Mail. (e.g for collection at a post office, sorting office or other third party property if it was delivered to you by the Royal Mail in your absence). Please notify True Success Ltd within 14 days of despatch notification if your item does not arrive and we will post you a replacement item. If the original order eventually arrives please contact us and we will send you stamped addressed packing to return it to us.
- **DAMAGED ITEMS:** Any damaged items delivered must be notified to True Success Ltd within 24 hours of receipt.
- **ITEMS PURCHASED BY CHEQUE:** If you wish to pay for the CD sets by cheque please download the Order Form on this website and send a cheque with a cheque guarantee details to True Success Ltd, 4 Hensley Road, Bath, BA2 2DR. Please allow 7 working days (excluding weekends and bank holidays) for your cheque to clear.