

Science Worksheets

Refund Policy

This policy applies to all Science Worksheets and the mark schemes purchased at www.scienceworksheets.co.uk operated by Science Worksheets, Mark Scates (Sole Trader), Rainham, Essex, UK ("Science Worksheets", "we", "us", "our").

Please Note: It is your responsibility to familiarise yourself with this policy. By placing an order, you indicate that you have read this policy and that you agree with and fully accept the terms of this policy. If you do not agree with or fully accept the terms of this policy, we ask that you do not place an order with us.

REFUND POLICY

We provide digital products, as such the following apply:

- All Sales Are Final. We do not offer refunds under any circumstances.
- No Returns or Exchanges. As we provide a digital products, returns and exchanges do not apply.

STATUTORY RIGHT TO RETURN

Under EU and UK Consumer protection law, consumers have a statutory right to return purchased goods without giving a reason within 14 days from the date of purchase.

In terms of digital products, the above-mentioned right to return expires prematurely if:

- we have already provided you access to and delivered the digital products,
- you knew that you would lose your right to return at the time of order,
- you have confirmed that you have read our Terms of Service, and you agreed that we will make the delivery of your digital products (by providing you access to the digital products) before your right to return expires.

TECHNICAL ERROR

In the unlikely event that you are experiencing or have experienced a technical error, please contact us with details and images of your experience so we can investigate the error and determine if a refund is owed to you.

CHARGEBACKS, PAYPAL DISPUTE OR SECTION 75 CCA 1974 CLAIMS

You agree to contact us prior to raising a request for a chargeback or any dispute with your bank or card issuer or PayPal in relation to any purchase. If you make a payment through and later dispute a legitimate charge by raising a chargeback or PayPal Dispute without merit or legitimate reason (as determined in our sole discretion), whether fraudulently or otherwise, then we reserve the right to blacklist you by providing compelling evidence to refute your invalid chargeback or PayPal Dispute request and/or pursue legal action as the case may be.

HELP AND COMPLAINTS

If you have any questions about refunds or this policy, you can contact us using info@scienceworksheets.co.uk.

CHANGES

The first version of this policy was issued on Friday, 17th of January, 2025, and is the current version. Any prior versions are invalid, and if we make changes to this policy, we will revise the effective date.