

## **Payment and Refund Policy for E-Books**

### **Payment**

- 1) Payment is made by PayPal, VISA, Mastercard, American Express or Discover via our website ([www.firstclassresources.com](http://www.firstclassresources.com)).
- 2) Once payment is received you will receive a confirmation email and a second email that contains a download link to the resource/s you have purchased.

### **Refunds**

- 1) Please purchase carefully as e-book sales are considered 'firm sales'. The purchase cost of these items will not be refunded as the resources are reproducible.
- 2) A refund may occur if the resource or resources cannot be downloaded and we receive notification of this through the website ([www.firstclassresources.com](http://www.firstclassresources.com)).
- 3) First Class Resources provides comprehensive information on the content of each resource and we ensure that the samples are an accurate example of the product thereby enabling you to make an informed choice.
- 4) Once payment has been received and the resource or resources have been downloaded, there will be no refunds of the purchase price.

## **Payment and Refund Policy for Physical Products**

### **Payment**

- 1) Payment is made by PayPal, VISA, Mastercard, American Express or Discover via our website ([www.firstclassresources.com](http://www.firstclassresources.com)).
- 2) Once payment is received you will receive an email with a description of the resources and products that you have ordered and you will also receive an email when the physical products are dispatched.

### **Refunds**

- 1) Under applicable consumer law, we are not required to provide a refund or offer credit if you change your mind about a product you have purchased. However, we are happy to exchange products within 14 days from the date of purchase if they are in their original condition including all accessories and packaging, accompanied by a proof of purchase from First Class Resources and do not fall into the exceptions \* below. Please note that delivery costs will be charged for the exchange of products.

\* We do not offer exchange or refunds on educational workbooks, gift vouchers or discounted items.