Refunds & Returns Policy

1. Overview

Listening Beyond Words is a UK-based small business providing educational resources in both physical and digital formats. We want you to feel confident when purchasing from us, and we aim to make our refunds and returns process clear, fair and easy to understand.

This policy explains how refunds, returns, cancellations and digital subscription access work.

2. Physical Products

A. Returns

If you change your mind about a physical product, you can return it within 14 days of receiving your order, in line with UK consumer rights.

To be eligible for a return:

- The item must be unused
- It must be in its original packaging
- It must be in a resellable condition

You are responsible for:

- The cost of return postage
- Ensuring the item is packaged safely for transit

Once we receive and inspect the returned item, we will process your refund within 7 working days.

B. Damaged or faulty items

If your item arrives damaged or faulty, please contact us within 7 days of delivery at **info@listeningbeyondwords.co.uk**.

We may ask for a photograph of the issue to help us resolve it quickly. You will receive either:

- A replacement item

- A full refund

C. Incorrect items

If you receive the wrong item, please let us know and we will correct the mistake at no cost to you.

3. Digital Subscriptions

A. Nature of digital subscriptions

Our digital products are online tools accessed through your account, not downloadable files. Access begins as soon as your purchase is completed.

B. Refunds before access is provided

If you have purchased a digital subscription but have not yet accessed the online tool, you may request a cancellation and refund. Please contact us at **info@listeningbeyondwords.co.uk**.

C. Refunds after access is provided

Once access to the digital tool has been granted—for example, once you log in or use the activity—you will no longer be eligible for a refund. This is because the service has already been supplied and cannot be returned.

By purchasing a digital subscription, you agree that access begins immediately and that your right to cancel ends once access is provided.

D. Technical issues

If you experience any technical problems accessing your subscription, please contact us and we will help resolve the issue. If the problem cannot be resolved, we may offer a refund or extension at our discretion.

E. Account access

Your subscription allows you to use the online tool for the duration stated at purchase. We do not store or access any personal information you enter into the activity.

4. Order Cancellations

A. Before dispatch

You may cancel your order for physical items before it has been shipped. Please contact us as soon as possible at **info@listeningbeyondwords.co.uk**. If the order has not yet been dispatched, we will issue a full refund.

B. After dispatch

Once your order has been shipped, cancellations are treated as returns. Please refer to Section 2.

C. Digital subscriptions

Digital orders cannot be cancelled once access has been provided.

5. Contact Us

If you have any questions about refunds, returns or cancellations, please get in touch:

Listening Beyond Words
info@listeningbeyondwords.co.uk

We aim to respond within 2–3 working days.

6. Updates to This Policy

We may update this policy occasionally to reflect changes in our products or legal requirements. The latest version will always be available on our website.