

Terms and Conditions.

Your order

Acceptance of your order will take place when Christina emails you confirming dispatch of the book/s or a Course Module. At the point she emails you the dispatch confirmation a contract will come into existence between you and her. The contract will relate only to the book/s included in the dispatch confirmation. In the case of a single module transaction of an Ageing Successfully course it will refer to the Course Module being emailed. The contract will relate to providing all Modules in sequence as the participant completes the previous Module when the first module is sent, if payment has already been made for the whole course.

You must check all the details on this confirmation invoice are correct. If any details are incorrect please email Christina at enquiries@christinastapley.co.uk as soon as possible. Christina accepts no responsibility for deliveries made to incorrect addresses provided by customers. In this case, you will need to place a new order with the correct details and pay again. Please see below information regarding orders 'Returned to Sender'.

Dispatch times

Orders will be dispatched as soon as possible via Royal Mail within 4 days from receipt of your order. Books may be sent using the Royal Mail first class post if requested and the appropriate postage and packing will be given at 'Check-out'. Please see Postage and Packing rates for details. Book prices do not include postage and packing.

Liability

Royal Mail is a reliable service but in the event that your order does not arrive within 14 days, and you have checked it has not been left with a neighbour, Christina will do her best to assist in tracking your order. In the event of non-delivery after 21 days Christina will post a replacement. The book/s will be carefully packed to ensure that they reach you in perfect condition. If the book order arrives in a damaged state a replacement order will be posted on photographic proof of damage in transit sent by email within 24 hours of receipt.

Return to sender parcels

All Christina's parcels are marked with her address. If your book/s is returned by the postal service she will contact you to let you know. If the product has been returned to her as a result of her error, she will re-send the product to you by standard post for no extra charge.

Ageing Successfully Courses Refund.

There is an opportunity to complete the first Module of the interactive Ageing Successfully Course before taking advantage of the discounted price to follow the whole course. Should the participant decide later in the full course not to complete it, the discounted fee is non-refundable. They may however, if wished, receive information from the Essentials course instead.

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