



## **Terms and Conditions of Sale**

### **Introduction**

These Terms of Purchase set out how you (the User) can make purchases from our Site. Please read them carefully. We pride ourselves in providing a high level of customer service and ensuring that you are clear in respect of all of your rights relating to your purchase. Ahead of making any purchase you will be asked to tick a box on our Site which says "I Accept the Terms and Conditions of Sale". In ticking that box, you will be accepting the terms set out here.

We are based in the UK and our Terms of Purchase are governed by UK legislation. We do not offer international shipping and our digital documents can be downloaded worldwide.

The Terms of Use for our Site and our Privacy Statement can be found on separate pages.

It is always our aim that you will be fully satisfied with your purchase. Should you have any questions about your purchase we will be happy to assist.

### **Purchase Terms for Services**

The details of each specific service and the terms of delivery associated with it are described on each page of the website and delivered in accordance with these terms. You should review those terms in detail before purchasing.

If you purchase as a consumer, rather than a business, then should you change your mind following your purchase you are entitled to a refund within the first 14 days. Should you receive any element of the service prior to requesting a refund then any refund will be issued pro-rata for the services provided.



## **Purchase Terms for Non-Customised Products and Digital Downloads**

We are proud of our Mindset & Workout Planner and the results which our clients achieve from them. If you buy Mindset & Workout Planner you are purchasing a digital PDF file which you will receive via email automatically once your payment has been processed. You can then download and save to your device. As you receive this file instantly you will not be entitled to receive a refund so do check that you are purchasing the correct product or service to meet your needs. Your other statutory rights to a refund remain in place in the usual way.

Please be advised that we reserve all rights to our intellectual property for both our customised and non-customised products and services. This means that whilst you are free to use the download digitally or print out a copy for personal use you are not permitted to copy, distribute, adapt, edit or share any of our products with third parties.

Should you have any problems with downloading your file or be unable to access the download please email us, placing 'Tech Query' in the subject field and send your email to [enquiries@jnypersonaltraining.co.uk](mailto:enquiries@jnypersonaltraining.co.uk)

### Additional Circumstances

Should you consider that you have grounds to obtain a refund which are not set out above you should email [enquiries@jnypersonaltraining.co.uk](mailto:enquiries@jnypersonaltraining.co.uk) to set out your refund request.

All refunds are provided in accordance with your statutory rights.

### Law and Jurisdiction

These terms and any claim or dispute arising in relation to any purchase will be governed by English law. You and we agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any such claim or dispute.