

## REFUNDS POLICY AND KEY RIGHTS

Please read the following carefully to understand how we will deal with any refund, and to understand your key rights in relation to digital content in particular.

Please note that these are extracted from our full Terms and Conditions of Sale, which are part-summarised for your convenience below. If there is any conflict between this policy and those Terms, then those Terms shall prevail. Those Terms also contain additional information about refunds in the event that certain changes are made to your order. Those Terms, and our Privacy Policy, can be found at the checkout page on our website and at [lawanswered.com/terms-and-conditions](https://lawanswered.com/terms-and-conditions).

- 1. Tell us you want a refund.** To end the contract with us and receive a refund, please let us know by emailing us at [help@lawanswered.com](mailto:help@lawanswered.com). Please provide your name, home address and details of the order (including order number).
- 2. Your right to change your mind – for physical books.** You have the right to change your mind within 14 days after the day you (or someone you nominate) receive the goods and receive a refund, provided that you pay the costs of return. If your goods are split into several deliveries over different days, this means 14 days after receipt of the last item. This does not affect your legal rights in relation to faulty goods (see below and our full Terms).
- 3. You do not have a right to change your mind or cancel for e-books, downloads or access to the MyLiveBook software.** If you have paid for, and we have accepted payment for a digital copy, you do not have the right to cancel and receive a refund, regardless of whether or not you have activated or used the code granting you digital access. However, if the digital content is faulty, you have the right to a repair or to replacement digital content. If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back. If you can show the fault has damaged your device and we haven't used reasonable care and skill, you may be entitled to a repair or compensation.
- 4. MyLiveBook access must be activated within 3 months.** You will be emailed a bespoke access code. This code is unique to you and must be activated on the MyLiveBook platform within 3 months of your code being generated. You can activate your code by entering it on the MyLiveBook platform, in accordance with the instructions emailed to you and which you can find at <https://lawanswered.com/access-mylivebook>. If you do not activate your access within 3 months, we will not be able to grant you access nor to issue a replacement access code nor provide a refund.
- 5. MyLiveBook access is for one year only.** Digital access to our content through the MyLiveBook software is granted as a lease of that content for 12 months from the date of sale. You will not own unrestricted rights in the digital content and are not entitled to download, print or otherwise save or transfer that content at any time. You are not entitled to access the digital content on MyLiveBook after expiry of the 12 month period, or such other period as we separately may agree to.
- 6. If you have bought a blended product, you can cancel the physical part of the order, but not the digital part.** You can exercise your right to change your mind in respect of the physical book, which you must return to us. You cannot change your mind in respect of the digital version of the book. If you have returned the physical book to us and are entitled to a refund on the physical book in accordance with our terms, we will refund you for the amount that physical would have separately

cost, i.e. we will retain the difference between the cost of the blended product and the cost of the physical product only.

7. **You must return any products to us in order to receive a refund.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must post them back to us at the address we will inform you of over email. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.
8. **Who pays the costs of return:**
  - (a) **We will pay the costs of return if the products are faulty** or if you have a legal right to do so as a result of something we have done wrong.
  - (b) **In all other circumstances** (including where you are exercising your right to change your mind within 14 days) **you must pay the costs of return.**
9. **How we will refund you.** We will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price if you are exercising your right to change your mind within 14 days. If so, you will not be refunded for the costs of delivery to you, nor for the costs of return delivery to us, which are your responsibility. We may refuse to refund you or we may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods if this has been caused by your handling them in a way which we consider would not make them re-saleable (this would include scratching or bending covers, spines or tabs, for example).
10. **When your refund will be made.** We will make any refunds due to you as soon as reasonably possible. If you are exercising your right to change your mind then your refund will be made within 10 business days from the day on which we receive the product in a re-saleable condition back from you or, if earlier, the day on which you provide us with satisfactory evidence that you have sent the product back to us.