

Gracious Mountain Therapies Digital Download Return Policy

Returns and Refunds for Digital Downloads

Many people find that our guided meditations and hypnotherapy MP3s provide a gentle tool for support at home. Because these are digital products delivered via download, we are **unable to offer returns, exchanges, or refunds** once the download link has been accessed or the file has been delivered to you.

In accordance with UK Consumer Contracts Regulations, by purchasing a digital product, you acknowledge that you are consenting to immediate performance of the contract and that you waive your statutory 14-day right to cancel once the download has started.

What if there is a problem?

While we cannot offer refunds for a "change of mind," we want to ensure you have exactly what you need.

Under the Consumer Rights Act 2015, if a digital file is faulty or does not work as described:

- **Step 1:** Please contact us at loraine@graciousmountain.co.uk within 30 days.
- **Step 2:** We will provide a replacement link or a repaired file as soon as possible (usually within 48 hours).
- **Step 3:** If we cannot fix the file or provide a working replacement, you will then be entitled to a full or partial refund.