

Terms of Sale

Last updated: October 2026

Please also read our Digital Purchases, Cancellations & Refunds Policy, Privacy Policy and Product Licence & Copyright Terms, which contain important information relating to your purchase and use of the website.

1. About us

Nathalie Agius Physiotherapy Services

Business address: 43, Vivion Street, Santa Venera, SVR1143, Malta

Email: info@nathalieagius.com

Professional registration number: 113

2. Scope of These Terms

These Terms apply to purchases through www.nathalieagius.com. Placing an order means entering into a contract subject to these Terms. Purchases made through third-party platforms such as Etsy, Amazon or eBay may also be subject to the terms and policies of the relevant platform.

3. The Product

Format: PDF digital download

Device use: Can be viewed using a compatible PDF reader on a computer, tablet or smartphone.

Printing: Pages may be printed for personal use.

Physical product: No physical product will be shipped.

The Complete Knee Osteoarthritis Self-Management Workbook includes:

- a four-phase exercise programme;
- printable worksheets;
- trackers;
- treatment decision tools; and
- FAQs.

4. Product Licence

Your purchase is subject to our Product Licence & Copyright Terms, which explain how the workbook and accompanying materials may and may not be used. Purchasing the workbook does not transfer ownership of the copyright or other intellectual property rights in the product.

5. Educational and Clinical Scope

The workbook provides general educational information and practical guidance relating to knee osteoarthritis. It does not provide an individual diagnosis, personalised physiotherapy assessment, medical advice or an individual treatment plan and is not intended to replace appropriate professional healthcare.

6. Prices

The total price payable will be displayed before you place your order and will include applicable taxes where required. We may change our prices from time to time. Any change will not affect an order that has already been completed.

7. Ordering and Payment

When placing an order through our website, you are responsible for ensuring that the information you provide is complete and accurate, including your name, email address and any information required to process your payment and deliver your digital product.

Payment must be successfully completed before access to the digital product is provided. We accept the payment methods displayed at checkout, which may vary from time to time depending on the payment services available through our website.

By clicking the final “Order & Pay” button, you are placing an order with an obligation to pay.

A contract between you and us is formed when your payment has been successfully processed and we confirm acceptance of your order by displaying an order confirmation and/or sending a confirmation email to the email address you provided.

If payment is declined, cancelled or cannot be processed, your order will not be completed and access to the digital product will not be provided.

Please contact info@nathalieagius.com if you believe you have been charged but have not received confirmation of your order or access to your digital purchase.

8. Order Confirmation

Once your order has been successfully completed, you will receive an order confirmation by email at the email address provided during checkout.

Your order confirmation will include or provide access to the relevant details of your purchase, including the digital product purchased, the amount paid and information about accessing your digital content.

Where you have requested immediate access to the digital content, the order confirmation will also record your prior express consent to the immediate supply of the digital content and your acknowledgement that you will lose your 14-day right of withdrawal once supply of the digital content begins.

Please check your order confirmation and contact us at info@nathalieagius.com as soon as possible if any of the information is incorrect or if you do not receive your confirmation.

We recommend keeping your order confirmation for your records.

9. Digital Delivery

Following successful payment and confirmation of your order, the digital product will be made available for download and file will be sent to the email address provided when placing your order.

Digital content is considered supplied when the digital product, or a suitable means of accessing or downloading it, has been made available or accessible to you.

If you do not receive access to your purchase, your download link does not work, or you experience difficulty accessing or downloading the digital product, please contact info@nathalieagius.com with your name and order details so that we can assist you.

Where a technical issue on our side prevents the digital product from being supplied as agreed, we will take reasonable steps to resolve the issue and provide access to your purchase.

10. Right of Withdrawal

As the workbook is supplied as digital content, special rules apply to the right of withdrawal. Where you expressly consent to the immediate supply of the digital content and acknowledge that you will lose your right of withdrawal once supply begins, the standard 14-day right of withdrawal will no longer apply once supply has begun.

Please see our Digital Purchases, Cancellations & Refunds Policy for further information. This does not affect your statutory rights where digital content is not supplied or does not conform to the contract.

11. Faulty or Non-Conforming Digital Content

We aim to ensure that all digital products are supplied as described and are of the quality, functionality and compatibility that you can reasonably expect based on the information provided at the time of purchase.

If your digital product:

- is not supplied or you are unable to access it;
- is corrupted or cannot be opened as intended;
- is materially different from the description or sample provided at the time of purchase; or
- does not conform to the requirements of applicable consumer law,

please contact info@nathalieagius.com with your order details and a description of the problem.

Where the digital content does not conform to the contract, we will provide any remedy to which you are entitled under applicable consumer law. Depending on the circumstances and the applicable legal requirements, this may include bringing the digital content into conformity, providing a replacement or corrected copy, reducing the price, or providing a refund where required by law.

Nothing in these Terms limits or excludes any statutory rights or remedies available to you under applicable consumer law.

For further information, please see our Digital Purchases, Cancellations & Refunds Policy.

12. Customer Responsibilities

To help ensure that your purchase can be delivered and used as intended, you are responsible for:

- ensuring that you have a suitable device, internet connection and compatible software capable of accessing and viewing PDF files;
- keeping any download links, account details or other access information associated with your purchase secure;

- using the workbook and accompanying materials in accordance with the Product Licence & Copyright Terms; and
- seeking advice from an appropriately qualified healthcare professional as recommended within the workbook or where you are unsure whether particular exercises or self-management strategies are appropriate for your individual circumstances.

You should read the Important Information and relevant safety guidance provided within the workbook before beginning the exercise programme.

13. Updates and New Editions

Your purchase includes the version of the digital product supplied at the time of purchase. Unless expressly stated otherwise, future editions, substantially revised versions or additional products are not automatically included.

14. Availability and Technical Changes

We aim to keep our website and digital delivery services available and functioning reliably. However, temporary interruptions may occasionally occur due to maintenance, technical issues, updates or circumstances outside our reasonable control.

We may make reasonable changes to our website, download process or the technology used to deliver digital products where necessary to maintain, improve or secure our services.

Any such changes will not alter the essential characteristics of a digital product you have already purchased or materially reduce what was included in your purchase at the time the contract was entered into.

15. Limitation of Liability

Individual circumstances vary and no particular improvement in pain, function, strength or other outcome from use of the workbook can be guaranteed.

To the fullest extent permitted by applicable law, we will not be liable for losses that were not reasonably foreseeable when the contract was entered into or for losses arising from use of the product outside its intended personal, non-commercial and educational purpose.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so or excludes or restricts any statutory rights or remedies available under applicable consumer law.

16. Complaints and Customer Support

If you have a question, concern or complaint regarding your order or digital purchase, please contact us at info@nathalieagius.com and include your name, order number and details of the issue. We will review your enquiry and respond within a reasonable timeframe.

17. Privacy

Personal information collected in connection with your purchase and use of our website is handled in accordance with our Privacy Policy.

18. Changes to These Terms

We may update these Terms from time to time. Any changes will apply to future purchases from the date the revised Terms are published. The Terms in effect at the time of your purchase will continue to apply to that transaction, except where a change is required by applicable law.

19. Governing Law and Consumer Rights

These Terms of Sale and any contract arising from a purchase made through this website are governed by the laws of Malta, subject to any mandatory consumer protections that apply to you under applicable law.

If you are a consumer residing in another country, this choice of Maltese law does not deprive you of any mandatory protections afforded to you by the law of your country of habitual residence where those protections apply and cannot lawfully be excluded or varied by agreement.

Nothing in these Terms is intended to exclude, restrict or limit any rights or remedies to which you are entitled under applicable consumer protection law.