

Digital Purchases, Cancellations & Refunds Policy

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Digital Downloads and Your Right to Cancel

The Complete Knee Osteoarthritis Self-Management Workbook is supplied as digital content.

Where you choose to receive immediate access to the digital content and expressly acknowledge that you will lose your right of withdrawal once supply begins, you will no longer be able to cancel the purchase under the standard 14-day withdrawal period once the digital content has begun to be supplied.

This does not affect your statutory rights if there is a problem with the digital content.

If There Is a Problem with Your Purchase

If your digital workbook:

- is not supplied or cannot be accessed;
- is corrupted or cannot be opened as intended;
- is materially different from the product description or sample provided; or
- does not conform to the applicable requirements for digital content,

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

We will review the issue and, where appropriate, provide the remedy to which you are entitled under applicable consumer law. Depending on the circumstances, this may include supplying or correcting the digital content or another remedy required by law.

Change of Mind

Once supply of the digital content has begun following your express consent and acknowledgement of the loss of your right of withdrawal, you will no longer have the standard 14-day right to withdraw from the purchase. This does not affect any statutory rights or remedies you may have where the digital content is faulty, has not been supplied correctly or does not conform to the contract.

Need Help with Your Download?

If you experience difficulty accessing or opening your purchase, please contact info@nathalieagius.com. Please include your name, order number and a brief description of the problem so that we can assist you.