

## **Refund Policy Template (Digital Goods)**

Refund Policy

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1. Thank you for purchasing from International British Theatre School LTD. We take pride in the quality of our educational scripts and digital resources.

Please read this policy carefully. As we are selling non-tangible, digital goods, we generally do not offer refunds once the product has been purchased and the download link has been accessed.

2. Merchant of Record Our order process is conducted by our online reseller, LemonSqueezy.com. LemonSqueezy.com is the Merchant of Record for all our orders. This means that when you purchase a script from us, your payment is processed by Lemon Squeezy, and they handle the tax and compliance.

3. No Refunds on Digital Downloads Due to the immediate nature of digital downloads, all sales are final. Once you have downloaded a script or PDF file, it cannot be "returned." Therefore, we do not offer refunds for:

Change of mind.

Accidental purchases once the file has been downloaded.

Incompatibility with your specific device (please check the requirements before purchasing).

4. EU & UK Consumer Law (Right of Withdrawal) If you are a consumer located in the European Union or the United Kingdom, you normally have a statutory right to cancel an order within 14 days. However, this right does not apply to digital content (such as PDF downloads) once the download has started.

By downloading our content, you acknowledge that you lose your right of withdrawal. This waiver is confirmed during the checkout process.

5. Exceptions (Faulty or "Not as Described" Goods) We want you to be happy with your purchase. You may be eligible for a refund or replacement if:

The file is corrupt, damaged, or cannot be opened.

The script is fundamentally different from the description provided on our website.

A technical error prevented you from receiving the download link.

In these specific cases, please contact us within 14 days of purchase.

6. How to Request Support If you have an issue with a file or a billing question:

For Product Issues: (e.g., "The PDF won't open"): Please email us at [info@britishtheatreschool.com](mailto:info@britishtheatreschool.com) . We will aim to fix the file or provide a replacement within 48 hours.

For Billing Issues: (e.g., "I was charged twice"): Please contact Lemon Squeezy directly via their support page at [LemonSqueezy.com](https://lemonsqueezy.com), as they hold the funds and can issue refunds instantly for billing errors.