

## DELIVERY & RETURNS POLICY

Find our more about delivery procedures, costs and returns.

### Deliveries (UK & International)

During the purchasing process, there are is an option to choose how your selected items are delivered. The options vary depending on the weight, size and delivery address. If you do not see any option for a particular delivery then it is not available for your order.

We try to pack items together so your actual delivery so sometimes the order is less than than the estimate below.

For delivery within the UK and internationally the following options are available (all delivery rates shown on this page are inclusive of any applicable VAT):

- Uk Delivery of parcels including packaging - £6.00

Delivery Time: Guaranteed to arrive 2-3 business days after dispatch, including Saturdays but not including Sundays or Public Holidays.

- European Deliveries including packaging - £25.00

Delivery Time: Guaranteed to arrive 2-3 business days after dispatch, including Saturdays but not including Sundays or Public Holidays

- International Deliveries including packaging - Cost is dependent on your location. Please contact us directly to find out more: [info@communicationacrosscultures.com](mailto:info@communicationacrosscultures.com)

Delivery Time: Up to 10 working day s depending on your location.

### Sanctioned Countries

We are unable to distribute resources to the following countries:

Cuba, Iran, Iraq, North Korea, Sudan, Syria,

### Sensitive Countries

A number of countries/areas also restrict certain content. Sensitive countries:

Algeria, Libya, Bahrain, Malaysia, Bangladesh, Morocco, Bhutan, Myanmar (Burma), Bosnia-Herzegovina, Oman, Brunei, Pakistan, China, Qatar, Egypt, Saudi Arabia, India, Singapore, Iran, Sudan, Israel, Syria, Japan, Tunisia, Jordan, Kuwait, United Arab Emirates and Lebanon.

### Returns

#### How to return items:

If you would like to return something you can pack and send your return in a few simple steps:

1.Pack the items 2. Ensure the packet contains a clear statement of the following:

- Full name of person to be refunded:
- Account number:
- Sort code:
- IBAN (if applicable):

- The item included and the reason for return:
  - E-mail address for confirmation of refund:
3. Return to the following address: 11 Paprika Close , Reading, RG6 5GT, UK.

It is important to note that we will only refund items because of an error on our part or because it's damaged or defective. Note that, in these cases, we will also refund the cost of the return delivery at the price stated in our own quoted delivery rates.

### Unexpected Delivery

If your parcel includes something you hadn't ordered please contact us on [info@communicationacrosscultures.com](mailto:info@communicationacrosscultures.com)

### Replacements

You can return a defective item and order a replacement in a few simple steps:

1. Pack the defective items
2. Ensure the packet contains a clear statement of the following:
  - Full name of person to be refunded for delivery costs (Note that we will refund the cost of the return delivery at the price stated in our own quoted delivery rates):
  - Account number:
  - Sort code:
  - IBAN (if applicable):
  - The name of the item included and the reason for return:
  - The name and address of where the replacement item needs to be sent:
  - E-mail address for confirmation of replacement:
3. Return to the following address: 11 Paprika Close , Reading, RG6 5GT, UK.

It is important to note that we will only replace items because it is damaged or defective as a result of an error on our part.

### How and when will I be refunded?

Most refunds are issued on the payment method used at the time of purchase but in some cases will be transfer the refund directly into your account within 30 days of receiving the returned items. We will send confirmation of the refund on the date it is completed.

### How will I be refunded if I return my item within 7 days or between 7-30 days?

If you would like to return your item within seven and 30 days after delivery, and there's been no error on our part, we will refund the cost of the item (and not the cost of delivery). Note that, by law, customers located in the European Union have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. If you would like to return the item within 7 days after the date it was delivered and there's been no error on our part, we will refund the item and the delivery charges you incurred in receiving the item.

### Course Registration & Cancellations

Full payment must be made at the latest four weeks before the course start date. Reservations will not be held past the payment deadline. Registration will be fully refunded for cancellations received in writing on or before 4 weeks before the course start

date. No refund will be given for cancellations received after this date and full payment will still be required. Communication Across Cultures reserve the right to withdraw this course if necessary.

### **Learning Village Subscription Registration & Cancellations**

Full payment must be made within four weeks of subscription. Payments that have not been made in this time will result in subscription cancellation. Subscription will be fully refunded for cancellations received in writing on or before 4 weeks commencement of the subscription. No refund will be given for subscription cancellations received after this date and full payment will still be required. Communication Across Cultures reserve the right to withdraw a subscription if necessary.