

Hygiene Sue Online Shop - Refund Policy

At Hygiene Sue, we're dedicated to offering top-quality products and enriching learning experiences. We know that plans can change, so we aim to be fair and clear with our refund processes.

Hygiene Sue - Virtual Learning Online Courses

Important Note: When you book a Hygiene Sue Virtual Learning Online Course, you're agreeing to the following terms and conditions regarding access and refunds.

- **Course Access:** Once booked, your Hygiene Sue Virtual Learning Online Course will be accessible for 12 months from the date of booking. After this 12-month period, your access to the course content will automatically end.
 - **Refund Eligibility & Timeframes:**
 - **Within 14 days of booking (Cooling-Off Period):** You can request a full refund within 14 days of booking your virtual learning online course, provided you haven't accessed any significant portion of the course content (e.g., completed modules, downloaded materials). If we detect significant access, your refund request might be denied or a pro-rata refund offered at Hygiene Sue's discretion.
 - **After 14 days of booking:** Unfortunately, refunds won't be granted after 14 days from the booking date for virtual learning online courses, regardless of whether you've accessed the content. This is due to the immediate digital delivery and intellectual property associated with our online learning materials.
 - **How to Request a Refund:** To request a refund for a virtual learning online course, please email [Hygiene Sue Customer Service Email] with your booking confirmation and the reason for your request.
 - **Refund Method:** Approved refunds will be issued to your original payment method within 5-7 business days of your refund request being approved.
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Hygiene Sue - Classroom Courses

Important Note: When you book a Hygiene Sue Classroom Course, you're agreeing to the following terms and conditions.

- **Booking Confirmation:** Your spot on a Hygiene Sue Classroom Course is confirmed once we receive your full payment.
- **Cancellations by Participant (Refunds):**
 - More than 30 days before the course date: You'll receive a full refund, minus a 10% administration fee.
 - Between 15 and 30 days before the course date: A 50% refund will be issued.
 - Less than 15 days before the course date: Unfortunately, no refund will be issued.
 - Non-attendance: No refund will be issued if you don't attend a booked classroom course.
- **Transfers:** You might be able to transfer your booking to another Hygiene Sue Classroom Course, depending on availability and a £25 administration fee, if you request the transfer more than 15 days before the original course date. Transfers requested less than 15 days before the original course date may not be possible.
- **Cancellations by Hygiene Sue:** In the rare event that Hygiene Sue needs to cancel a classroom course, participants will be offered a full refund or the option to transfer to an alternative course date. We'll do our best to give you as much notice as possible. Please note, Hygiene Sue won't be responsible for any additional costs you might incur (e.g., travel, accommodation) due to a course cancellation.
- **How to Request a Refund/Transfer:** To request a refund or transfer for a classroom course, please email [Hygiene Sue Customer Service Email] with your booking confirmation and the reason for your request.
- **Refund Method:** Approved refunds will be issued to your original payment method within 5-7 business days of your refund request being approved.

Hygiene Sue Online Shop - Book Refunds

- **Eligibility:** You can get a refund on physical books purchased from the Hygiene Sue online shop if the item is returned within 30 days of the purchase date. The book must be in its original, unused, and resalable condition. This means no bent pages, scuffs, or other signs of wear.
- **Process:** To request a refund for a book, please contact our customer service team at [Hygiene Sue Customer Service Email/Phone Number] with your order number. You'll be responsible for the cost of return shipping unless the book is faulty or incorrect.
- **Refund Method:** Refunds will be issued to your original payment method within 5-7 business days of us receiving and inspecting the returned book.



Contact Us

If you have any questions about our refund policy, please don't hesitate to get in touch:

Hygiene Sue Customer Service: theteam@hygienesue.co.uk

Hygiene Sue Customer Service Phone Number: 07786980934

Email: theteam@hygienesue.co.uk Website: www.hygienesue.co.uk

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