

REFUND & CANCELLATION POLICY

Overleaf Publishers Ltd · Company No. 15735226 · VAT No. 479581629

chainsawcourses.com · info@chainsawcourses.com

Version 1.2 · September 2026

1. ABOUT THIS POLICY

This policy explains refund and cancellation arrangements for digital Courses purchased through Chainsaw Courses. Nothing in it excludes, restricts or limits statutory rights.

2. ORIGINAL COURSE PURCHASE

The original Course purchase provides six months of access beginning on activation. The exact access-expiry date is shown to the learner.

3. COURSE ACCESS PERIOD

Course access remains available until the stated six-month expiry date unless access is suspended or ended for serious breach, misuse, impossibility, discontinuation or legal requirement.

Certificate records and completed training records remain available in accordance with the Platform's record-retention arrangements.

Near expiry, the learner may receive a separate optional Stripe continued-access subscription offer. Its live recurring price and billing frequency are shown before payment. The original one-off Shopify purchase does not renew automatically.

The learner may ignore the offer or cancel before the first payment or any later renewal through learner access. Cancellation or payment failure never shortens the original paid six-month access.

4. INITIAL 14-DAY CANCELLATION PERIOD

Consumers purchasing online generally have a statutory 14-day cancellation period. Before immediate digital supply begins, we will request the consent and acknowledgement required for digital content. Rights concerning faulty, misdescribed or non-conforming digital content remain unaffected.

5. REFUND ELIGIBILITY AFTER ACTIVATION

A payment already made for activated digital content is not normally refundable where immediate supply began after the required consent and acknowledgement, unless the law requires a remedy or we agree to a goodwill refund.

Statutory rights concerning faulty, misdescribed or non-conforming digital content remain unaffected.

6. INCORRECT, DISPUTED OR UNAUTHORISED CHARGES

Contact us promptly if a charge is duplicated, incorrect or unauthorised. We will investigate using the order and payment references without asking you to send card details.

Any refund or remedy required by law will be provided. A payment dispute may require us to preserve relevant transaction and access records while it is investigated.

7. REFUNDS

A refund may be due where required by law, where a charge was unauthorised, undisclosed or incorrect, or where the content or service did not conform to the contract.

Approved refunds normally return to the original payment method. Contact info@chainsawcourses.com with your name, account email, order reference, purchase date and relevant reason. Do not send card details.

8. DUPLICATE PURCHASES AND TECHNICAL PROBLEMS

If a technical problem creates a duplicate or mismatched transaction, staff can investigate using the order and payment references without viewing payment credentials. An unactivated duplicate charge made in error will normally be refunded.

9. CONSUMER RIGHTS AND CONTACT

This policy operates alongside the Consumer Rights Act 2015, the Consumer Contracts Regulations 2013, the Digital Markets, Competition and Consumers Act 2024 where applicable, and other mandatory consumer law.

For cancellation or refund queries contact info@chainsawcourses.com. This policy is a first-pass customer document and should be reviewed by an appropriately qualified legal adviser before publication.