



Terms and Conditions

Please read these Terms and Conditions (“T’s and C’s”, Agreement) carefully before purchasing products or services via www.practicallybalanced.com (“the website”), operated by Practically Balanced (“us”, “we”, or “our”).

The T’s and C’s define the legally binding agreement between Practically Balanced, Visitors and Clients (“you”, “your”) utilising the website.

We reserve the right, at our sole discretion, to modify or replace the T’s and C’s and post changes on the website.

We recommend you review this Agreement periodically for changes. If you do not agree to any changes, discontinue the use of the website.

By accessing, utilising, and purchasing from the website you agree to be bound by the T’s and C’s at the time of use, whether or not you have reviewed them.

Contact Details

If you have any questions or concerns, regarding the T’s and C’s or any other matter, you can contact Practically Balanced either by emailing practicallybalanced@gmail.com or by completing the [contact form](#) on the website.

Privacy and Security

Practically Balanced is committed to protecting your privacy and will never share your information with anyone else, without your prior written consent or as required to by law.

If we need to contact you, with regard to an order or service, we will do so using the contact information you provided as part of the purchasing process.

We will not add you to a distribution list, unless you have requested that we do so either by:

- Electing to opt in during the purchasing process.
- Completing a request via the [contact form](#) on the website.
- Sending an email request.
- Electing to opt in by the completion of a health questionnaire.

Distribution lists are used for marketing and advertising which includes a monthly (or less) newsletter, the odd marketing email and schedule changes for planned events.

The distribution list is held in a secure data repository and used purely for marketing and advertising by Practically Balanced.

You can unsubscribe from receiving marketing and advertising communication at any time by either selecting unsubscribe from the newsletter or emailing practicallybalanced@gmail.com. Contact information is deleted from the distribution list on receipt of an unsubscribe request.

Completion of a health questionnaire is required prior to commencement of many of our services and events. Information collected is maintained securely for up to 10 years for insurance purposes. Or for the duration you are participating in Practically Balanced events if this is longer than 10 years.

Accuracy of Information

We use reasonable care to ensure that the information on the website is up to date and accurate.

However, errors and omissions cannot be guaranteed and none of the material contained on the site is to be relied upon as a statement or representation of fact.

Practically Balanced will not be liable for any damages, loss, costs, or expenses incurred by you as a result of information accessed via the website or the availability of the website itself.

Links to Other Sites

The website may contain links to third-party websites that are not owned or controlled by Practically Balanced.

We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services.

We advise you to read the terms and conditions of any third-party site that you access and utilise.

Placing an Order

Orders for services may require a separate engagement letter, depending on factors such as the scope, volume, and location of services.

Generally, orders can be placed via the website by following the appropriate 'add to cart' or 'book now' links and completing any mandatory information.

Advance booking and payment is required for all products and group services and is subject to availability.

Once an order or booking is placed, an email confirmation is sent. Where appropriate this will include links, to download an item purchased, or additional information and next steps, with regard to product or service delivery.

If for any reason you do not receive an email confirmation, contact Practically Balanced either by emailing practicallybalanced@gmail.com or by completing the [contact form](#) on the website.

Unless otherwise specified guides, purchased on the website, are to only be used by you or by other members of your household. They are not to be shared, uploaded, or distributed to anyone else, without the written consent of Practically Balanced. A multi-use or workplace licence is available, please get in touch to discuss your requirements.

Pricing and Payment

Prices are subject to change without notice by Practically Balanced or our 3rd party providers.

While we strive for accuracy, prices change and mistakes happen. In the event of an incorrect price on a quote or order, you will be notified via the contact information provided, and given the option to accept the corrected price or cancel the order.

Payments can be made via paypal or card, when purchasing goods or services via the website.

Your security is important to us and we utilise Wix and Paypal, via their secure services, for payment processing.

We are unable to provide any personal assurance or accept any liability for payments made over the internet, unauthorised interception, hacking or any other unauthorised access.

Delivery and Costs

Standard delivery costs are specified, where applicable.

Standard delivery is only available within the UK, excluding the Channel Islands, Northern Ireland, and the Highlands.

Delivery is approximately 5 working days from receipt of an order and payment.

Express and extended delivery may be possible but is likely to incur additional delivery costs, which will be at your expense. If this is required, a written request will need to be sent to practicallybalanced@gmail.com and a quote will be provided.

Whilst we endeavour to meet delivery timescales, delays do sometimes occur and we can not be held in anyway responsible or liable for these.

Amending and Cancelling Orders

Please review carefully before purchasing any products or services.

It is not always possible to amend or cancel an order once it has been initiated.

Product orders placed with a 3rd party provider or downloaded from the website, cannot be changed.

Workplace talks, workshops, and programmes may only be cancelled 30 days prior to commencement. If the workshop is cancelled with less than 30 days' notice a 75% cost will be incurred, less than 14 days 50% and 7 days 100% along with any expenses incurred.

Cancellation of individual tuition, group classes or events is only possible 48 hours prior to commencement, or as specified. Cancellation is not possible after this time or once an event has commenced. Individual sessions missed cannot be refunded or transferred to a future programme.

Returns and Refunds

We hope that you will be very satisfied with all of the products and services we provide, but, if for any reason you are not, please contact us and let us know. You can contact Practically Balanced either by emailing practicallybalanced@gmail.com or by completing the [contact form](#) on the website.

Refunds are provided for products returned within 14 days, or as specified. Products must be unused and in the original condition and packaging, along with proof of purchase. Used items cannot be refunded.

All postage and handling charges associated with returning the goods are your responsibility.

Please ensure that you obtain proof of postage when sending your parcel back as we cannot be held responsible for any orders that do not arrive back. You may be able to claim compensation, through your chosen return service, if you have proof of postage.

Once the items have been received an exchange or refund will be provided to the person who originally purchased the items.

Refunds can take up to 14 days after receipt of the return.

If for any reason an order or event is cancelled by Practically Balanced, a full refund will be provided for any outstanding products or services.

Last Updated: March 2021