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**Refund Policy -The Parenting Community Ltd**

**Effective Date:** 01.03.2024  
**Last Updated:** 28.05.2025

At The Parenting Community Ltd, we strive to provide high-quality educational resources to support parents and their children. We understand that sometimes a product may not meet your expectations, and we are committed to ensuring your satisfaction.

Please read our refund policy below:

1. **14-Day Cooling-Off Period**

You have the right to cancel your order within 14 days of receiving the product without providing a reason. To exercise this right, please contact us within the 14-day period. Once we receive your cancelation request, we will provide instructions on how to return the product.

**2. Eligibility for Refunds**

To be eligible for a refund, the following conditions must be met:

* The product must be returned in its original condition, including all packaging and materials.
* The product must not be damaged or show signs of use.
* Personalised or customised items are not eligible for refunds unless they are defective or damaged upon arrival.

**3. Refund Process**

To request a refund, please follow these steps:

* Contact our customer service team at [support@theparentingcommunity.co.uk](mailto:support@theparentingcommunity.co.uk) within 14 days of receiving the product.
* Provide your order number and a brief explanation of the reason for the refund request.
* Our team will provide you with a return authorisation and instructions on how to return the product.

**4. Return Shipping**

You are responsible for the cost of return shipping unless the product is defective or damaged upon arrival. We recommend using a trackable shipping service to ensure the safe return of the product.

**5. Processing Refunds**

Once we receive and inspect the returned product, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will be applied to your original method of payment within 14 days.

**6. Exceptions**

The following items are not eligible for refunds:

* Personalised or customised products
* Digital downloads or online courses
* Items purchased on sale or with a discount
* Food or perishable products purchased

If you have any questions or concerns about our refund policy, please contact our customer service team.

📧 Email: support@theparentingcommunity.co.uk  
📬 Address: Registered business address available upon request

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