

## Terms of Service - Digital Downloads

**Last updated: January 2026**

These Terms of Service ("Terms") apply to all low-cost digital download products (including tripwire products, guides, workbooks, audio files, and other downloadable resources) sold by **Emma McDonnell – Reclaim Your Balance**.

By purchasing or downloading a digital product from this website, you agree to these Terms. They form a legally binding contract.

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### 1. About Us

**Emma McDonnell – Reclaim Your Balance** is a UK-based sole trader.

Email: [hello@emma-mcdonnell.com](mailto:hello@emma-mcdonnell.com)

Website: [www.emma-mcdonnell.com](http://www.emma-mcdonnell.com)

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### 2. Digital-Only Products

All products covered by these Terms are **digital downloads only**. No physical goods are supplied.

Access is provided electronically after successful payment.

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### 3. Personal-Use Licence

When you purchase a digital product, you are granted a **single-user, non-transferable licence for personal use only**.

You may not:

- Share, copy, or redistribute the product
- Resell or commercially exploit the product
- Upload the product to shared drives, groups, or public platforms

All content remains the intellectual property of Emma McDonnell and is protected under the **Copyright, Designs and Patents Act 1988**.

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### 4. Pricing and Payment

Prices are shown in GBP (£) unless otherwise stated. Payments are processed securely via third-party providers (such as Stripe or PayPal).

Access to digital content is granted only after payment is successfully completed.

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## 5. Refunds and Cancellations (Digital Content)

In line with UK consumer law, **digital products with instant access are non-refundable once downloaded or accessed.**

By completing your purchase, you consent to immediate delivery of digital content and acknowledge that you **waive your statutory 14-day cancellation right** once access has been provided.

This does not affect your statutory rights if the digital content is faulty or not as described under the **Consumer Rights Act 2015.**

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## 6. Important Disclaimer

The information on this site and in all digital products is provided for **general informational and educational purposes only.**

It reflects **Emma's lived experience as a neurodivergent parent-carer** supporting other parents and carers of SEN and neurodivergent children. While all content is shared with care and compassion, it is **not a substitute for medical, psychological, or therapeutic advice.**

You acknowledge that the digital products are not intended to diagnose, treat, cure, or prevent any medical or mental health condition, and should not be relied upon as professional advice.

If you or someone you care for is in distress or requires clinical, medical, or mental health support, please speak to a **qualified medical or mental health professional.**

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## 7. No Guarantees

No outcomes, results, or changes are guaranteed. You are responsible for how you apply the information provided.

Every family and situation is different, and results will vary.

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## 8. Limitation of Liability

To the fullest extent permitted by law, we are not liable for any loss, damage, or dissatisfaction arising from the use or misuse of digital products.

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, or any liability that cannot be excluded under UK law.

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## 9. Privacy and Cookies

Your personal data is handled in accordance with our **Privacy and Cookie Policy**, which explains how we collect, use, and protect your information, and your rights under UK GDPR.

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## 10. Governing Law

These Terms are governed by the laws of **England and Wales**, and the courts of England and Wales have exclusive jurisdiction.

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