

## Guarantee Policy – Horizon Thinking Workbook Bundle

**Effective Date:** 18/07/2025

**Company:** Educated Character

**Contact:** leslie@educatedcharacter.com

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### 1. Overview

Educated Character (“we”, “us”, “our”) stands by the quality and value of the Horizon Thinking Workbook Bundle. To demonstrate our commitment, we offer a **14-Day Clarity Guarantee**.

This document sets out the terms of that guarantee, including eligibility, process, and limitations.

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### 2. Guarantee Coverage

- This guarantee applies exclusively to the **Horizon Thinking Workbook Bundle** purchased directly through Educated Character’s official sales channels.
  - The guarantee period begins on the **date of purchase**.
  - If within **14 calendar days** of purchase you do not feel clearer, more confident, or more purposeful after using the materials, you may request a refund.
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### 3. Exclusions

The guarantee does **not** apply if:

- The request is made after the 14-day period has expired.
  - The product was obtained through an unauthorized seller or third party.
  - The customer has engaged in misuse, fraud, or abuse of the product or guarantee (including multiple refund requests for repeat purchases).
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### 4. How to Claim

To request a refund under this guarantee:

1. Send an email to **leslie@educatedcharacter.com** within 14 days of purchase.
2. Include your full name, purchase receipt, and the email address used at checkout.

3. State that you wish to claim under the **14-Day Clarity Guarantee**.

Refunds will be processed to the **original payment method** within **7 business days** of approval.

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## 5. Our Rights

- We reserve the right to refuse refund requests that do not meet the conditions above.
  - We may amend or withdraw this Guarantee Policy at any time, but changes will not affect purchases made before the change.
  - This policy does not affect your statutory consumer rights under the laws of England and Wales.
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## 6. Governing Law

This Guarantee Policy is governed by the laws of **England and Wales**. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

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 **In short:** Try the workbook bundle for 14 days. If it doesn't help you gain clarity, you can claim a refund — provided the request is within the timeframe and meets the simple conditions above.