

THE FERTILITY MINDSET METHOD

Course Refund & Cancellation Policy

Effective Date: **7th September 2026**

Review Date: **7th September 2027**

This policy explains how refunds and cancellations are handled for purchases of The Fertility Mindset Method self-paced digital programme ("the Course"), provided by Nicola Cooper Coaching.

If you have purchased 1:1 coaching or a workshop place, please refer to the separate Nicola Cooper Coaching Refund & Cancellation Policy instead, as different terms apply to those services.

1. About Your Purchase

The Course is a self-paced digital product consisting of workbooks, videos, audio and other digital materials, delivered to you electronically upon purchase.

2. Your Legal Right to Cancel (Cooling-Off Period)

Because you are purchasing online, you have a legal right to cancel your order within 14 days of purchase, without giving a reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

3. Instant Access and Loss of the Right to Cancel

The Course is delivered as digital content, not on a physical or tangible medium. Under the Regulations, if you choose to access digital content immediately rather than waiting until the 14-day period has ended, you lose your right to cancel once that access has begun.

At the point of purchase, you will be asked to expressly confirm the following:

"I would like to receive immediate access to this course. I understand that once I access the material (for example, by logging in, downloading, or streaming any part of the course), I lose my right to cancel under the Consumer Contracts Regulations 2013."

If you do not tick this confirmation, access will not be granted until the 14-day cooling-off period has ended, and you will retain your full right to cancel during that time.

4. Cancelling Before You Access the Course

If you cancel within the 14-day period and have not yet accessed any part of the Course, you are entitled to a full refund.

To cancel, please contact me in writing at nicola@stronglittleivfmama.co.uk, stating your name, the date of purchase, and that you wish to cancel.

5. Refunds After You Have Accessed the Course

Once you have expressly requested immediate access and accessed any part of the Course, including logging in, downloading a workbook, or streaming any video or audio, your right to cancel under the cooling-off period ends, in line with the Regulations, and refunds will not normally be available.

6. Faulty or Inaccessible Content

If you experience a genuine technical problem that prevents you from accessing material you have paid for, for example a broken download link or a platform error, please contact me as soon as possible.

I will aim to fix the issue promptly. If the issue cannot be resolved within a reasonable time, you will be offered an appropriate refund or replacement for the affected content.

7. Change of Mind

Because the Course is a digital product that can be copied, and because you will have expressly waived your cancellation right by choosing instant access, refunds are not normally available for a simple change of mind once the Course has been accessed.

8. Duplicate Purchases

If you accidentally purchase the Course more than once, please contact me and the duplicate payment will be refunded in full.

9. Course Access and Updates

Your purchase includes lifetime access to the Course on the current platform, along with any future updates made to the core content.

If the Course is permanently withdrawn, see the Course Terms & Conditions for what happens to your access.

10. How to Contact Me About a Refund

Please contact me in writing at nicola@stronglittleivfmama.co.uk with your name, purchase date, and details of your request. I will aim to respond within **2** working days.

11. Dissatisfaction

If at any point you are unhappy with the Course, I encourage you to get in touch so I can understand your concerns and do my best to help.

Contact

Nicola Cooper Coaching

Email: nicola@stronglittleivfmama.co.uk

Website: www.stronglittleivfmama.co.uk