

Lifebuild's Terms & Conditions of Sale

Updated on the 21st of February 2019

Definitions:

'**Lifebuild**' is the trading name of a partnership between Jonathan Quail and Deborah Graham.

'**Customer**' refers to a person who has purchased products or services from Lifebuild using his or her debit or credit card, or has paid for such products in cash or through a bank transfer, direct debit or standing order.

I. Refund Policy

If a Customer has purchased the **Guided Letting Go Meditation Pack** incorporating the Guided Letting Go Theta meditation track and the Power Sleep track (as advertised online at <https://www.theaolg.com/meditation-order-page26674719>), he or she will qualify for a full refund if he or she sends an email to admin@lifebuild.com within 30 days of the date of purchase requesting a refund and he or she has listened to both the Guided Letting Go Theta Meditation and the Power Sleep track in full at least twice before sending such email. This email should also clearly state the reason why the Customer is dissatisfied with the product, and Lifebuild may ask the Customer to answer further questions to verify that the Customer has indeed listened to both the tracks in the Pack.

If a Customer has purchased a place on **The Art of Letting Go Course**, a six-week online Course advertised at <https://www.theaolg.com>, he or she will qualify for a full refund if he or she sends an email to admin@lifebuild.com requesting a refund within 21 days of the advertised starting date of the Course and clearly explains the reasons why he or she is dissatisfied with the Course.

Refunds will be paid to the Customer within 3 working days of a valid refund request being received, generally in the same way as the money was received, i.e. if the original purchase was paid for by credit or debit card, the Customer's card will be refunded, or if the Customer paid by electronic bank transfer, payment will be made into the Customer's bank account.

II. Privacy Policy

All information submitted by Customers in the process of purchasing Lifebuild's products or services will remain strictly confidential in terms of Lifebuild's Privacy Policy, the full terms of which can be viewed at [http://www.lifebuild.com/download/Lifebuild's GDPR Policy.pdf](http://www.lifebuild.com/download/Lifebuild's%20GDPR%20Policy.pdf).

III. Updates to the Policy

Lifebuild may update these Terms & Conditions of Sale from time to time, and these updated Terms & Conditions will be posted on the websites we control.

Copyright 2019 – Lifebuild - All Rights Reserved