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You are entitled to a refund (or replacement, exchange or credit note) if the digital publication you have purchased:

- is not what you ordered;
- does not do what it is supposed to do;
- does not match a sample shown to you; or
- is significantly different to that described to you.

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- you simply change your mind;
- you make a wrong decision;
- you caused the fault (eg. by incorrect use).

We also suggest you read the Terms of Use and Terms of Sale carefully prior to making any claim for a refund. For example, we are not liable to you if the digital publication has become out of date or is not fit for your specific purpose that is not made known to us.