

Friday, 29 December 2023

### **Digital Item Purchasing Policy**

This Digital Item Policy governs the purchase and use of digital files ("Digital Items") on [educateventures.com](https://educateventures.com) ("the Website") for EDUCATE Ventures Research Ltd.

By accessing and purchasing Digital Items on the Website, you agree to comply with and be bound by this policy.

### **2. Digital Item Description**

Each Digital Item available for purchase on the Website will be accompanied by a detailed description outlining its features, specifications, and relevant information. Customers are advised to review this information before making a purchase.

### **3. Purchase and Payment**

All Digital Items must be purchased through the Website's designated payment process. Payment information is stored and securely handled in accordance with Wix and Wix Payments, the policy for which can be found [here](#).

### **4. Delivery**

Upon successful payment, customers will receive a confirmation email containing a link to download the purchased Digital Item. It is the customer's responsibility to ensure the accuracy of the provided email address. The Digital Item's shortcut to download is also found in the Website site member's account/purchase history.

### **5. Licensing and Usage**

Customers are granted a non-exclusive, non-transferable license to use the purchased Digital Item for personal, non-commercial purposes. The Digital Item may not be resold, redistributed, or shared without explicit permission from EDUCATE Ventures Research Ltd.

**You may not use the intellectual property present in the Digital Item for commercial purposes without express permission from EDUCATE Ventures Research Ltd. Doing so will constitute a breach of copyright protection, the copyright of which is held by EDUCATE Ventures Research Ltd. and CEO/Founder Rose Luckin.**

### **6. Refunds and Returns**

Refunds or returns for Digital Items are generally not provided due to the nature of digital content. However, exceptions may be considered on a case-by-case basis if the Digital Item is found to be defective or significantly different from its description.

### **7. Technical Support**

Limited technical support may be provided for the use of Digital Items. Customers experiencing issues are encouraged to contact the team at EDUCATE Ventures Research Ltd. via the Website's Contact function, or email [hello@educateventures.com](mailto:hello@educateventures.com)

### **8. Copyright and Intellectual Property**

All Digital Items are protected by copyright and intellectual property laws. Unauthorized reproduction, distribution, or modification of Digital Items is strictly prohibited and may result in legal action – see section 5.

### **9. Changes to the Policy**

EDUCATE Ventures Research Ltd. reserves the right to update or modify this Digital Item Policy at any time without prior notice. Customers are encouraged to review this policy periodically for any changes.

### **Contact Details**

For enquiries related to this policy, or to get in touch with the data safety, protection and retention team, please contact Rowland Wells, Creative Producer ([rowland@educateventures.com](mailto:rowland@educateventures.com)) or Ibrahim Bashir, Technical Projects Manager ([ibrahim@educateventures.com](mailto:ibrahim@educateventures.com))

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