

Terms and Conditions

Effective Date: 1st November 2025

Business Name: Pretty Happy Designs

Registered Address: 6 Bank Terrace, Hornsea, HU18 1SG

Contact Email: prettyhappydesignsUK@gmail.com

1. Introduction

Welcome to Pretty Happy Designs. These Terms and Conditions govern your use of our website, products, and services, including physical journals, digital workbooks, free downloadable worksheets, and online guided journaling sessions. By accessing or purchasing from us, you agree to be bound by these terms.

2. Products and Services

- **Physical Products:** We sell physical journals that are shipped to customers within the UK and internationally.
- **Digital Products:** Our digital workbooks and worksheets are available for download upon purchase or for free where indicated.
- **Online Sessions:** We offer guided journaling sessions via online platforms. These may be live or pre-recorded.

3. Orders and Payment

- All prices are listed in GBP and include VAT where applicable.
- Payment must be made in full at the time of purchase.
- We accept major credit/debit cards and other payment methods as listed on our website.

4. Shipping and Delivery

- Physical products are dispatched within 5-7 business days, unless otherwise stated.
- Delivery times vary based on location and shipping method.
- We are not responsible for delays caused by third-party couriers.

5. Digital Downloads

- Digital products are delivered via email or direct download link.
- You are granted a non-exclusive, non-transferable licence to use the digital content for personal use only.
- Redistribution or resale is strictly prohibited.

6. Online Sessions

- Access to online sessions is provided via secure links or login credentials.
- You must not share session access with others.
- We reserve the right to cancel or reschedule sessions with reasonable notice.

7. Refunds and Returns

- **Physical Products:** Refunds are available within 14 days of receipt if the item is unused and in original packaging.
- **Digital Products:** Due to the nature of digital content, refunds are not available once the product has been downloaded.
- **Online Sessions:** Refunds are available up to 48 hours before the session start time.

8. Intellectual Property

All content, including journals, workbooks, worksheets, and session materials, is the intellectual property of Pretty Happy Designs. You may not reproduce, distribute, or modify any content without prior written consent.

9. User Conduct

You agree not to use our services for any unlawful purpose or in a way that may harm others. We reserve the right to suspend or terminate access for violations.

10. Privacy Policy

We collect and process personal data in accordance with UK GDPR. Please refer to our Privacy Policy for more details.

11. Limitation of Liability

We are not liable for any indirect, incidental, or consequential damages arising from the use of our products or services.

12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Changes will be posted on our website and take effect immediately.
