

Terms and Conditions

About us

Firstwayforward is a partnership. We, Lynda Hudson and John Hudson, the partners of Firstwayforward, are committed to providing products which are helpful and accurately described to the best of our ability.

You can contact us:

- (a) using our website contact form info@firstwayforward.com
- (b) by telephone, on +44 (0)20 8402 1928 during office hours of 0900 hrs – 1800 hrs UK time
- (c) by post, to 13 River Grove Park, Beckenham, BR3 1HU, UK

Our products and services

The products offered on our website are designed to promote well-being of both adults and children, with ranges suitable for separate age groups. Some are general, for example to aid relaxation and general confidence. Some are very specific, for example to help a child cope more calmly with exam nerves and learn useful exam strategies

Description of our products and services

We do our best to make sure that the specification and descriptions of our products and services are as accurate as possible. We reserve the right to make changes or updates when necessary.

Disclaimer

We do not claim the recordings to be a cure for any problem, nor do we claim to diagnose or prevent any medical or psychological problem. Therefore if you or your child are suffering with any ailment, illness or condition and are unsure we recommend that you first check with your GP.

Positive responses to our audios

We do however say that many, many people children and adults tell us that they have benefitted in a whole variety of ways from listening to our audio recordings.

Delivery Policy

We aim to send all CDs out by first class post within 48 hrs of receipt of order excluding Sundays and Public Holidays

Refund/Cancellation Policy.

Audio CDs

- a) If you have ordered a CD in error **and immediately realise** that you wanted

an MP3, **if you contact us immediately by email in time for us NOT to send out the CD** we are happy for you to order the MP3 instead. We will then cancel the CD order and refund you in full.

b) If however, we have already posted the CD, we cannot refund shipping costs but we will replace the order with an MP3 once you have returned the CD to us unopened, undamaged and in the original wrapping and then we will refund the difference in price.

MP3 Audios

Your MP3 will be delivered to you by a reliable digital download service. MP3 downloads are not returnable for technical reasons. It is therefore very important that you read the description of your selected track to make sure it is age appropriate and right for the particular issue.

It is the customer's responsibility to back-up and save all MP3 downloads to their chosen device upon receipt. Firstwayforward at its discretion will only send replacement links for a period of up to twelve months from the purchase date.

Important information about downloading your MP3 audio

- The download link is sent immediately automatically to the email address you used to place your order. Always check your SPAM folder or default download folder if you can't find it
- Download links are set to expire after seven days
- You have six attempts to download
- You can download directly to a computer or an android device and it will be available for listening
- To use on an iPhone or iPad, you must FIRST download the track on your laptop or PC and save it where it is easily found.
- Copy or drag the audio into your iTunes library and then synchronise your computer and phone. It is now ready to play
- NB You cannot download the link directly to an iPhone or iPad
- You can download directly to your Google play app whether you are an android or an apple user

If you are unable to download your recording for any reason then please contact john.hudson@firstwayforward.com

If you have an issue with the content, please contact us to see if we can help you. As everybody is an individual we cannot guarantee that any particular product will give the same positive result as achieved by the majority of people.

Please understand that results are not intended to come overnight but are likely to occur gradually with regular listening.

Safety while listening

Purchase of an audio assumes that you have read and understood that the audios are relaxing and lightly hypnotic in nature and are only to be used in circumstances where you are safe to relax eg in a supportive chair or bed

DO NOT LISTEN TO ANY OF THE AUDIOS WHILE DRIVING OR OPERATING ANY EQUIPMENT THAT NEEDS YOUR FULL CONCENTRATION FOR SAFETY REASONS.

Products and Pricing

The price of products will be as shown on the website. There may be occasional sale prices but look out for the end of sale date when the price will return to normal

Copyright Issues

(a) The contents of our website are protected by copyright laws. Images and information from the website may only be used by prior agreement with Firstwayforward

(b) All of our audios, MP3s and audio CDs, books, and scripts are protected by copyright law and may not be transmitted, reproduced or re-sold in any way without the prior agreement and written permission of the author. You may NOT claim them to be your own work. You may NOT make or sell copies of the scripts or recordings. The author, Lynda Hudson has asserted her moral rights to the content.

Possible Amendments

We may update this policy document from time to time so please check this page occasionally to ensure you are aware of any possible changes

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