



Digital Product Policy

Eligibility and Limitations

- Digital products (e-books, workbooks, and educational materials) are non-refundable once downloaded
- Purchase confirmation and download links are sent immediately after successful payment
- Digital products are for personal use only and may not be redistributed or shared

Pre-Purchase Considerations

- Product descriptions, previews, and sample content are provided to help inform your purchase decision
- Please review all available information before purchasing digital products
- System requirements and compatible devices are listed on each product page

Technical Support

- If you experience technical difficulties accessing your digital product, please contact support@nlsimpsonllc.com within 7 days of purchase
- Our team will assist with download issues, file corruption, or access problems
- Please include your order number and a description of the issue in your support request

Exceptions



- If you purchased a digital product but have not yet downloaded it, you may request a refund within 24 hours of purchase
- In rare cases where a digital product significantly differs from its description, we may offer store credit at our discretion
- Business English Excellence and Conversational Excellence workbooks are covered by our satisfaction guarantee - if the content doesn't meet your expectations, contact us within 7 days of purchase for assistance

Digital Product Updates

- Updates to digital products you've purchased may be provided free of charge at our discretion
- Major revisions may be offered at a discounted upgrade price to existing customers
- You will be notified via email when updates to your purchased digital products are available

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