

### Carly Murphy Coaching – Terms and conditions

If, for any reason, you are not satisfied with the order you receive, please contact us. One of our representatives will be happy to help make things right. On any items that are personalised or made to order, returns can only be made if item is faulty, such as damage to the clothing or miss-print on our part.

As all our clothing sizes are clearly stated on every product before you make a purchase, we do not offer a refund or replacement for items of clothing that do not fit you.

If your item arrives misprinted – e.g with a different image/text to what you ordered, we will offer a refund on the item once it has been returned.

### Returns Policy

Please return all items within 14 Days of the package arrival date in the original packaging where possible, we will issue a refund once the item has been received and processed through our system or within 14 working days of it arriving back with us, which ever is shorter. Items can be returned to the return address below or on the return section of the postage label, or via the packing slip, return postage costs are to be paid by the BUYER and these postage costs will not be refunded. Please note again we do not accept returns on personalised or made to order items unless we have made a mistake or the item is not fit for purpose.

All items that are eligible for return will have a restocking fee of 25% of the purchase price deducted from any refunds issued (this does not apply to faulty products/mistakes made by our team).

### Privacy Policy

This privacy policy discloses the privacy practices for [www.carlymurphycoaching.com](http://www.carlymurphycoaching.com) and all sub-domains under this main domain. This privacy policy applies solely to information collected by the above mentioned web sites. It will notify you of the following: What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared. What choices are available to you regarding the use of your data. The security procedures in place to protect the misuse of your information. How you can correct any inaccuracies in the information. Registration In order to make a purchase on our website, a user may be required to first complete the registration form. During checkout/registration a user is required to give certain information (such as name and email address). This information is used to contact you about the products/services on our site in which you have expressed interest. Your address is also used for shipment of your order once completed. At your option, you may also provide demographic information (such as gender or age) about yourself, but it is not required. Information Collection, Use, and Sharing We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order. Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy. Your Access to and Control Over Information You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number listed at the end of this policy. • See what data we have about you, if any. • Change/correct any data we have about you. • Have us delete any data we have about you. • Express any concern you have about our use of your data. Security We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way from the payment gateways.

You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for “https” at the beginning of the address of the web page. While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing, customer service or application processors) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment. Updates Our Privacy Policy may change from time to time and all updates will be posted on this page. If you feel that we are not abiding by this privacy policy, you should contact us immediately via email [carly@carlymurphycoaching.com](mailto:carly@carlymurphycoaching.com)