

# **CHE Digital Course Terms & Conditions**

*Effective Date: 1st January 2026*

## **1. Company Information**

This agreement governs the purchase and use of digital courses and online educational content provided by:

### **CHE Online Limited (CHE)**

Company Number: 10722903

Registered Office: Wyastone Business Park, Wyastone Leys, Ganarew, Monmouth, NP25 3SR

Contact Email: [enquiries@chehomeopathy.com](mailto:enquiries@chehomeopathy.com)

## **2. Definitions**

**Course:** Any digital educational course, webinar, workshop, training programme, online class, or learning module sold by CHE.

**Digital Content:** Video lectures, audio content, downloadable materials, slides, documents, frameworks, workbooks, tools, or other learning materials provided as part of a Course.

**Platform:** Any online learning system, portal, or platform used by CHE to deliver Digital Content.

**You/Your:** The customer purchasing access to a Course.

**We/Us/Our:** CHE Online Limited.

## **3. Contract Formation**

A legally binding contract is formed when:

- you complete the checkout process
- your payment is successfully processed
- you receive an order confirmation email from us

The confirmation email will include details of your purchase and confirm that these Terms apply to your purchase.

## **4. Your Right to Cancel and Access to Digital Content**

### **4.1 Standard Cancellation Rights**

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you

normally have a 14-day cooling-off period during which you can cancel your purchase for any reason.

#### **4.2 Waiver of Cancellation Rights for Immediate Access**

Because our Courses consist of digital content supplied electronically, you will lose your right to cancel once you begin accessing the Digital Content.

Before completing your purchase, you must:

- Expressly request immediate access to the Digital Content by ticking the checkbox at checkout
- Acknowledge that by accessing the Digital Content, you will lose your 14-day right to cancel

By ticking the checkbox at checkout, you:

- consent to us providing you with immediate access to the Digital Content
- acknowledge and agree that you will lose your right to cancel once you access any Digital Content

#### **4.3 What This Means**

If you access any part of the Course content (including videos, downloads, or materials), you cannot cancel your purchase simply because you change your mind. However, you still have important legal rights if the Digital Content is faulty (see Section 6 below).

### **5. Pricing and Payment**

#### **5.1 Course Prices**

All prices are displayed in British Pounds (GBP) and are inclusive of VAT where applicable. Prices are confirmed at checkout. We reserve the right to change prices at any time, but changes will not affect orders already placed.

#### **5.2 Payment**

Payment must be completed in full before access to the Course is granted, unless you have selected a payment plan option (see Section 5.3). We accept payment by credit card, debit card, and other methods displayed at checkout.

#### **5.3 Payment Plans**

If you select a payment plan:

- you must make payments according to the schedule provided at checkout
- your continued access to the Course is conditional on payments being made on time
- if you miss a scheduled payment: we may suspend your access to the Course until payment is received; we

will contact you to resolve the missed payment; continued non-payment may result in termination of your access

- you remain liable for all outstanding amounts even if your access is suspended or terminated

## **6. Your Statutory Rights and Refund Policy**

### **6.1 Your Legal Rights**

Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015. Under the Consumer Rights Act 2015, Digital Content must be: of satisfactory quality, fit for a particular purpose, and as described.

### **6.2 Faulty Digital Content**

If the Digital Content is faulty or does not meet the requirements above, you have the right to: Repair or replacement, a price reduction, or a full or partial refund in certain circumstances.

### **6.3 How to Report a Fault**

If you believe the Digital Content is faulty, please contact us at [enquiries@chehomeopathy.com](mailto:enquiries@chehomeopathy.com) within a reasonable time of discovering the fault. Please provide your order number, a description of the fault, and any evidence.

### **6.4 No Refunds for Change of Mind**

Once you have accessed Digital Content, you cannot cancel simply because you change your mind. Refunds are only available if the content is faulty or if you have not accessed it and are within the 14-day cooling-off period.

## **7. Technical Requirements and Platform Availability**

### **7.1 Your Responsibility for Technical Requirements**

You are responsible for ensuring you have a compatible device, reliable internet connection, and up-to-date web browser. We are not liable if you cannot access the Course due to your technical setup.

### **7.2 Platform Availability**

While we aim to provide continuous access, we do not guarantee uninterrupted availability. Access may be temporarily unavailable due to maintenance or technical issues beyond our control.

### **7.3 Course Updates and Changes**

We may update, modify, or improve Course content at any time to improve quality or accuracy. We reserve

the right to remove or discontinue a Course, but existing customers will retain access unless withdrawn for legal reasons.

## **8. Intellectual Property Rights**

### **8.1 Ownership**

All Course materials are the intellectual property of CHE or our licensors, protected by copyright under the Copyright, Designs and Patents Act 1988.

### **8.2 Limited License**

We grant you a personal, non-exclusive, non-transferable, revocable license to access and use the Digital Content for your own personal educational use only.

### **8.3 Prohibited Uses**

You may not copy, reproduce, share, distribute, sell, or commercially exploit Course materials in any way. You may not remove or alter any copyright notices or watermarks.

## **9. Anti-Piracy and Unauthorized Distribution**

### **9.1 Prohibition on Unauthorized Sharing**

CHE actively monitors for unauthorized distribution. Prohibited activities include uploading materials to file-sharing sites, sharing login credentials, or using VPNs to circumvent restrictions.

### **9.2 Enforcement**

Where we identify unauthorized distribution, we reserve the right to immediately terminate access without refund and pursue legal remedies.

## **10. Account Security and Sharing**

### **10.1 Account Responsibility**

You are responsible for maintaining the confidentiality of your login credentials and all activity under your account.

### **10.2 Prohibition on Account Sharing**

Each Course purchase grants access to one individual user only. Sharing login credentials or allowing multiple people to access the Course is strictly prohibited.

## **11. Prohibition on Automated Extraction and AI Training**

### **11.1 No Automated Tools**

You may not use automated tools, bots, scrapers, or AI training systems to extract or reproduce Course materials.

### **11.2 Copyright Protection**

Unauthorized extraction may constitute copyright infringement and violation of the Computer Misuse Act 1990.

## **12. Restrictions on Commercial Use and Derivative Works**

### **12.1 What You Cannot Do**

You may not reproduce Course materials in any form or create derivative works that incorporate substantial portions of our copyrighted materials.

### **12.2 What You Can Do**

You remain free to develop your own original educational content based on your general knowledge and teach homeopathic concepts learned.

### **12.3 Permission for Commercial Use**

If you wish to use CHE materials in a commercial context, you must obtain our prior written permission.

## **13. Educational Disclaimer**

### **13.1 No Professional Advice**

Courses are provided for educational purposes only and do not constitute medical, legal, or financial advice.

### **13.2 Your Responsibility**

You are responsible for seeking professional advice and complying with all applicable laws and professional standards in your jurisdiction.

### **13.3 No Guarantee of Outcomes**

We do not guarantee any particular result, qualification, or level of competence from taking our Courses.

## **14. Limitation of Liability**

### **14.1 What We Do Not Limit**

Nothing in these Terms excludes liability for death, personal injury, or fraud.

### **14.2 What We Do Limit**

Our total liability shall not exceed the amount you paid for the Course.

## **15. Data Protection and Privacy**

We process your personal data in accordance with the UK GDPR and the Data Protection Act 2018. For more information, see our Privacy Policy.

## **16. Termination and Suspension**

We may suspend or terminate your access immediately if you breach these Terms, engage in damaging conduct, or fail to pay.

## **17. Disputes and Complaints**

If you have a complaint, please contact us at [enquiries@chehomeopathy.com](mailto:enquiries@chehomeopathy.com). Disputes will be resolved on an individual basis.

## **18. General Terms**

These Terms constitute the entire agreement between you and CHE. If any provision is found invalid, the remaining provisions continue in effect.

## **19. Governing Law and Jurisdiction**

These Terms are governed by the laws of England and Wales.

## **20. How to Contact Us**

Email: [enquiries@chehomeopathy.com](mailto:enquiries@chehomeopathy.com)

Post: CHE Online Limited, Wyastone Business Park, Wyastone Leys, Ganarew, Monmouth, NP25 3SR

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**Last Updated: 1st January 2026**