

REFUNDS AND RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. We do not offer refunds on any of our classes, workshops or services unless there are exceptional circumstances. Exceptional circumstances include loss of employment, death of immediate family member or medical condition, or house move that prevent you from being able to take part (**evidence may be requested before refund is granted**). No refunds will be given on classes, workshops or services that have already been accessed under any circumstances. Please contact info@northernstaracting.co.uk.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days. There are no refunds on courses unless there are exceptional circumstances (**this is at our discretion**). There are no refunds on workshops. you may, however, transfer your place.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@northernstaracting.co.uk.

SALE ITEMS (IF APPLICABLE)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@northernstaracting.co.uk and send your item to: Northern Star Acting, Eversley Park Centre, Low Street, Sherburn in Elmet, LS25 6BA.

SHIPPING

To return your product, you should mail your product to: Northern Star Acting, Eversley Park Centre, Low Street, Sherburn in Elmet, LS25 6BA. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item. For any customer service queries, please contact info@northernstaracting.co.uk