

Refunds & Cancellation Policy

Last updated 16 September 2026

What this policy covers

This policy applies to digital products, downloadable audio and PDFs, meditations, activations, courses, webinars, live groups, workshops, retreats, book launches and talks sold directly by Heather Bradley through lemurianlove.com. Lemurian Love is a website operated by Heather Bradley.

Your 14-day cancellation right

For consumer purchases made online, you normally have 14 days from the day after your contract is made to cancel a service or digital-content purchase. You can cancel by emailing heather@lemurianlove.com with a clear statement. You do not need to use a particular form.

Immediate access to digital content

Where you choose immediate access to a download or other digital content, we will ask you before payment to expressly agree to immediate supply and acknowledge that you lose the 14-day cancellation right for that digital content once supply begins. We will confirm this agreement in your order confirmation. We do not treat access to a file or portal alone as a waiver of cancellation rights.

Live teaching and courses

If you expressly ask for a live service to begin during the cancellation period and then cancel, you may need to pay a proportionate amount for the service already provided, where the legal information and request requirements have been met. Digital materials and live services are treated separately. Immediate digital access does not automatically remove cancellation rights for live teaching.

After the cancellation period

We do not offer an additional money-back guarantee. Once the applicable cancellation period has ended, or a digital-content cancellation right has lawfully ended after immediate supply, we do not normally give a refund simply because you have changed your mind. This never affects your statutory rights if we have not supplied what was agreed, or content or services are faulty, misdescribed or not delivered with reasonable care and skill.

If something goes wrong

Contact us with your order reference and a description of the issue. We will first aim to correct a faulty file, restore access, replace missing content or repeat an affected service where appropriate. If this cannot be done within a reasonable time and without significant inconvenience, you may be entitled to a price reduction or refund. If we cancel a paid standalone event, you may choose a full refund or an offered replacement date.

How refunds are paid

Where a refund is due, we will make it without undue delay and normally within 14 days after being informed of a valid cancellation, subject to any lawful proportionate charge for a service already provided. Refunds are made using the original payment method unless you agree otherwise.

Contact

Heather Bradley

Email: heather@lemurianlove.com

Correspondence address:

Heather Bradley

Lytchett House, 13 Freeland Park

Wareham Road, Poole, Dorset, BH16 6FA

United Kingdom