Universal Ultrasound Diagnostics Ltd

Digital Products Refund Policy and Terms and Conditions

UK consumer sales | Website and downloadable content

Business	Universal Ultrasound Diagnostics Ltd
Company number	14186755
Registered office	10c The Green, Kings Norton, Birmingham, B38 8SD
Email	admin@ultrasounddiagnostic.co.uk
Telephone	0121 392 3112
Version and effective date	Version 1.0 | 21 July 2026
Review date	21 July 2027, or sooner if consumer law or the sales process changes

Scope of this policy

This policy applies to digital products purchased from Universal Ultrasound Diagnostics Ltd. It is separate from the clinic's appointment and healthcare service terms.

Contents

Part A **Refund summary**

Part B Full digital products terms and conditions

1 About us and how to contact us

2 Scope and definitions

3 Product information and compatibility

4 Orders, payment and contract formation

5 Digital delivery and access

6 Cancellation rights and immediate supply

7 Refunds and faulty digital content

8 Personal-use licence and intellectual property

9 Clinical and educational information disclaimer

10 Updates, corrections and availability

11 Customer responsibilities and prohibited use

12 Privacy, third-party services and links

13 Liability and statutory rights

14 Complaints, law and jurisdiction

15 Changes to these terms

Schedule 1 Technical requirements and product formats

Schedule 2 **Model cancellation form**

Part A: Refund summary

Digital products refund summary

Please read this summary before purchasing. The full terms below form part of your contract with Universal Ultrasound Diagnostics Ltd.

Your 14-day cancellation right

For most online purchases, consumers have a 14-day right to cancel. Digital downloads are treated differently once supply begins. If you ask us to provide immediate access and acknowledge that you will lose your cancellation right when the download or access begins, you will not normally be entitled to a change-of-mind refund after that point.

Before the download or access begins

Where digital supply has not begun and you have not asked for immediate access, you may cancel within 14 days of the contract and receive a full refund. Contact us using the details in section 1.

After the download or access begins

We do not normally provide a refund merely because you changed your mind after digital supply began, provided we obtained your express consent to immediate supply and your acknowledgement that the cancellation right would be lost.

Faulty, inaccessible or incorrectly described digital content

Your statutory rights are not affected. Digital content must be of satisfactory quality, fit for any purpose made known to us and as described. Where it does not meet these standards, we will provide an appropriate remedy, which may include a corrected or replacement file, technical assistance, a price reduction or a refund where required by law.

How to request help or a refund

Email admin@ultrasounddiagnostic.co.uk or call 0121 392 3112.

Provide your name, order number, purchase email address and a short description of the issue.

For technical faults, screenshots or the exact error message may help us resolve the issue, but we will not ask for unnecessary information.

Where a refund is due, it will normally be made to the original payment method within 14 days of our agreement that it is payable or within the statutory deadline that applies.

Duplicate purchases

If you accidentally buy the same digital product twice, contact us promptly. We will normally refund the duplicate transaction once we verify it, provided the duplicate copy has not been separately used or distributed.

Digital products supplied with a clinic service

Where a digital product is sold as part of a package with an ultrasound scan or another clinic service, the digital content is governed by these terms and the appointment is governed by the clinic's separate service terms. Any price allocation or package conditions displayed at checkout will apply, subject always to statutory rights.

Part B: Full digital products terms and conditions

1. About us and how to contact us

These terms are issued by Universal Ultrasound Diagnostics Ltd, a private limited company registered in England and Wales under company number 14186755.

Registered office	10c The Green, Kings Norton, Birmingham, B38 8SD
Website	https://ultrasounddiagnostic.co.uk
Email	admin@ultrasounddiagnostic.co.uk
Telephone	0121 392 3112
Complaints	Use the contact details above and mark your correspondence "Digital Product Complaint".

2. Scope and definitions

These terms apply when an individual acting wholly or mainly outside their trade, business, craft or profession purchases digital content from us through our website, email payment link, online marketplace or another distance-selling method.

"Digital product" or "digital content" means data supplied in digital form, including PDFs, fillable PDFs, audio files, images, ZIP folders, guides, worksheets, templates, cards and downloadable bundles.

"Customer", "you" or "your" means the person purchasing the digital product as a consumer.

"We", "us" or "our" means Universal Ultrasound Diagnostics Ltd.

These terms do not govern ultrasound appointments, blood tests, consultations or other clinical services, which are subject to separate service terms.

Purchases made principally for a clinic, business, training organisation or other commercial use require a separate written commercial licence and may be subject to business-to-business terms.

3. Product information and compatibility

Before purchase, we will provide a clear description of the main characteristics of the digital product, its price, delivery method, format, language, relevant functionality, known compatibility requirements and any important access restrictions.

You should check the product description and Schedule 1 before ordering.

Interactive or fillable features may not work in every browser preview or mobile application. A compatible PDF application may be required.

Colours and page appearance may vary slightly between devices, screens, printers and software.

Contact us before purchase if you need a particular accessibility format or intend to use an older or specialist device.

If we confirm that a product will meet a particular purpose you have specifically made known to us, that confirmation forms part of the contract.

4. Orders, payment and contract formation

Prices are shown in pounds sterling and include applicable UK taxes unless clearly stated otherwise.

You must provide accurate order and contact information and use a payment method you are authorised to use.

The order button will make clear that placing the order creates an obligation to pay, for example “Pay now” or “Buy now”.

A contract is formed when we accept your order and send an order confirmation or make the digital product available, whichever occurs first.

If we cannot accept an order, for example because of a pricing error, technical issue or suspected unauthorised payment, we will tell you and refund any payment received.

Promotional prices and discount codes apply only in accordance with the stated promotion conditions. Refunds are based on the amount actually paid.

5. Digital delivery and access

Digital products are normally delivered by email, secure download link, customer account or another method stated at checkout. No physical product will be supplied unless the product page expressly says otherwise.

Check your email address carefully and review your spam or junk folder.

Contact us if the download does not arrive within the delivery period stated at checkout or in the confirmation email.

Download links may have an expiry date or download limit where this is clearly disclosed before purchase. If a link expires before you have had a reasonable opportunity to download the product, contact us for assistance.

You should save a personal backup copy after download. This does not reduce any right to a remedy where the product is faulty or was not supplied as agreed.

We may use reasonable anti-fraud and download-security measures, but these will not be used to prevent legitimate access to a purchased product.

6. Cancellation rights and immediate supply

6.1 Standard 14-day cancellation period

Where the statutory cancellation right applies and digital supply has not begun, you may cancel the contract within 14 days from the day after the contract is made, without giving a reason.

6.2 Immediate access to digital content

Most customers want immediate access. We will begin digital supply during the 14-day cancellation period only after you:

expressly request or consent to immediate supply; and

acknowledge that you will lose the 14-day cancellation right once the download, stream or other digital access begins.

The consent and acknowledgement must be active, clear and separate from any general acceptance of terms. A box used for this purpose must not be pre-ticked. We will repeat the acknowledgement in the order confirmation.

6.3 If the required consent is not obtained

If we begin supplying digital content without obtaining the legally required express consent and acknowledgement, you may retain the statutory right to cancel and may not be required to pay for the digital content, as provided by law.

6.4 How to cancel before supply begins

Send a clear statement by email or post, or use the model cancellation form in Schedule 2. Include enough information for us to identify your order. Cancellation is effective when it is sent within the applicable period.

7. Refunds and faulty digital content

7.1 Change of mind

Before supply begins: a full refund will be provided where you validly exercise the 14-day cancellation right.

After supply begins with your express consent and acknowledgement: no change-of-mind refund is normally due.

Nothing in this clause affects remedies for faulty, misdescribed or otherwise non-conforming digital content.

7.2 Statutory quality standards

Under the Consumer Rights Act 2015, paid digital content must be of satisfactory quality, fit for a particular purpose made known to us and as described. Information we provide about the product's main characteristics, functionality and compatibility is important and may form part of the contract.

7.3 Available remedies

Where digital content does not meet the statutory standards, we will assess the issue promptly and provide the remedy required by law. Depending on the circumstances, this may include:

technical assistance or a fresh download link;

repair or replacement, such as a corrected file, at no charge and within a reasonable time;

a price reduction, which may be up to the full purchase price, where repair or replacement is impossible, unsuccessful or not provided within a reasonable time without significant inconvenience; or

another remedy required by consumer law.

7.4 Device damage

If digital content supplied by us damages your device or other digital content because we failed to exercise reasonable care and skill, we will repair the damage or pay appropriate compensation as required by law.

7.5 Issues that do not automatically create a refund right

A refund is not automatically due solely because:

you no longer want the product after valid immediate supply has begun;

you did not read a compatibility or access requirement clearly provided before purchase;

your device, software, email settings or internet connection is outside our reasonable control; or

you expected a medical diagnosis, personalised advice or a guaranteed pregnancy or scan outcome that the product was not described as providing.

We will nevertheless provide reasonable technical help and will consider each complaint fairly.

7.6 Refund method and timing

Where a refund is due, it will be made to the original payment method unless otherwise agreed. We will not charge an administration fee for a statutory refund. We aim to process the refund within 14 days of agreeing that it is due or within any shorter or different statutory deadline that applies.

8. Personal-use licence and intellectual property

Unless a separate written licence says otherwise, payment gives you a limited, non-exclusive, non-transferable licence to use the purchased digital product for your personal and household use only. You may download the product to your personal devices and print a reasonable number of copies for your own use.

You may share a completed worksheet or a limited extract with your own healthcare professional, counsellor or support person where reasonably necessary for your care or support.

You must not sell, licence, rent, redistribute, upload, publish, copy for a group, remove branding, claim authorship, create a competing product from it, or use it for commercial training or patient distribution without written permission.

You must not share the full download, ZIP folder, access link or audio file with another person who has not purchased or been expressly authorised to receive it.

Copyright and all other intellectual-property rights remain with Universal Ultrasound Diagnostics Ltd or the relevant identified rights holder.

9. Clinical and educational information disclaimer

Medical safety notice

Our digital products provide general educational and emotional-support information. They do not provide a diagnosis, treatment plan, individual medical advice or emergency assessment, and they do not create a clinician-patient relationship.

Always follow advice from your GP, midwife, obstetrician, Early Pregnancy Assessment Unit, fertility team or other responsible healthcare professional.

A digital product must not be used instead of NHS antenatal care, screening, clinical examination, blood tests, urgent assessment or emergency treatment.

No information product or ultrasound scan can guarantee the future outcome of a pregnancy.
Call 999 in an emergency. Use NHS 111 or the appropriate urgent NHS service when urgent advice is required.

If product wording conflicts with personalised advice from a qualified professional who knows your circumstances, follow the professional's advice and seek clarification.

10. Updates, corrections and availability

The version supplied is the version identified in the order confirmation or file name.

We may correct typographical errors, broken links, accessibility issues or safety information after publication.

An entitlement to future editions or updates exists only where the product page, order confirmation or update policy expressly says so.

Where a material safety correction affects a recently purchased product and we have suitable contact details, we may send a corrected file or notice. This does not replace the customer's responsibility to obtain current personalised healthcare advice.

We may discontinue future sales or hosting of a product, but this will not remove rights already acquired under a completed purchase.

11. Customer responsibilities and prohibited use

Use the digital product lawfully and in accordance with the personal-use licence.
Do not enter another person's identifiable medical information into a worksheet unless you have authority and a lawful reason to do so.

Protect your device, email account and download link from unauthorised access.

Do not alter safety warnings, emergency information, source references, review dates or clinical disclaimers.

Do not use the content to diagnose, treat or advise another person as a substitute for an appropriately qualified healthcare professional.

12. Privacy, third-party services and links

We process order information in accordance with our privacy notice and applicable UK data-protection law. Payment providers, ecommerce platforms and email-delivery services may process information under their own privacy terms.

Our privacy notice is available on the Universal Ultrasound Diagnostics website.

Third-party links and support contacts are provided for convenience and may change. We do not control third-party websites or their availability.

We will not use purchase information for unrelated direct marketing without a lawful basis and any consent required by law.

13. Liability and statutory rights

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any statutory consumer right that cannot lawfully be excluded.

We are responsible for foreseeable loss or damage caused by our breach of these terms or failure to use reasonable care and skill.

We are not responsible for loss or damage that was not foreseeable, was caused by your unlawful or prohibited use, or arose from circumstances outside our reasonable control, except where the law requires otherwise.

As these consumer products are supplied for private use, we are not responsible for business losses such as loss of profit, revenue, contracts or commercial opportunity.

Any limitation in these terms is subject to the Consumer Rights Act 2015 and other mandatory consumer protections.

14. Complaints, law and jurisdiction

14.1 Complaints

Contact us first so that we can try to resolve the issue. We aim to acknowledge a digital-product complaint within five working days and provide a substantive response within 20 working days, although complex matters may take longer. We will explain any delay.

Email: admin@ultrasounddiagnostic.co.uk

Telephone: 0121 392 3112

Post: Registered Manager, Universal Ultrasound Diagnostics Ltd
10c The Green, Kings Norton, Birmingham
B38 8SD

You may also seek independent consumer advice from Citizens Advice. Where applicable, Citizens Advice may refer information to Trading Standards.

14.2 Governing law and courts

These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you retain the benefit of any mandatory consumer protections that apply where you live and may bring proceedings in the courts of your home jurisdiction. Nothing in this clause removes rights that consumer law gives you.

15. Changes to these terms

The terms applying to a purchase are those made available when the contract is formed. We may update these terms for future purchases to reflect changes in law, products, technology or business processes. We will not retrospectively remove rights from an existing purchase. The current version and effective date will be displayed

clearly.

If any term is found to be unlawful or unenforceable, the remaining terms will continue to apply.

A delay in enforcing a right does not mean that the right has been waived.

Only the customer and Universal Ultrasound Diagnostics Ltd may enforce this contract, except where the law provides otherwise.

Schedule 1: Technical requirements and product formats

Format	Typical use	Customer requirements
PDF	Complete guides, printable worksheets, support sheets and terms	A current PDF reader or browser. For reliable links and form fields, use an up-to-date dedicated PDF application.
Fillable PDF	Interactive worksheets and forms	A PDF application that supports form fields. Browser previews and some mobile apps may not save entries correctly.
PNG or JPG	Phone-sized cards and images	A device capable of displaying or saving standard image files.
ZIP folder	A bundle containing several files	Software capable of extracting ZIP folders and enough local storage for the contents.
Email/download link	Delivery and access	A valid email address, internet access and permission to receive messages from our delivery platform.

Unless stated otherwise, products are supplied in English and are intended for current consumer smartphones, tablets and computers. Contact us before purchase if you require an alternative accessible format.

Schedule 2: Model cancellation form

Use this form only where the statutory cancellation right remains available, such as where digital supply has not begun or the required immediate-supply consent and acknowledgement were not provided.

To	Universal Ultrasound Diagnostics Ltd, 10c The Green, Kings Norton, Birmingham, B38 8SD | admin@ultrasounddiagnostic.co.uk
Notice	I give notice that I cancel my contract for the following digital product:
Product	_____
Order number	_____
Ordered on	_____

To	Universal Ultrasound Diagnostics Ltd, 10c The Green, Kings Norton, Birmingham, B38 8SD | admin@ultrasounddiagnostic.co.uk
Customer name	_____
Customer address	_____
Date	_____

Signature is required only if this form is sent on paper.