

TERMS & CONDITIONS

Company information

Step2Med LTD

10863260

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Shipping services

For physical products, we aim to ship within 1 business day via 2nd Class Royal Mail post. Please allow 2 – 4 days for shipping. If you have not received your item within this time scale, please contact us at hello@step2med.co.uk.

Cancellations, refunds & returns policies

For physical copies of our workbook products, returns are accepted within 7 days of purchase if the packaging is left sealed and not opened and repackaged. To arrange a return, please contact us at hello@step2med.co.uk at your earliest convenience. For e-books sent electronically via a link or an attached document through an email interface, unfortunately, returns and refunds are not accepted.

A medical or dental personal statement review under our 'Step2State Personal Statement Review' allows an unlimited review service. Promotions where one-off personal statement reviews are offered are subject to availability and only to one review within the requested time frame. For further reviews, additional payment

and purchase of our 'Step2State Personal Statement Review' service would be required.

For physical in-person courses, including, but not limited to, Step2Med Interview Course, Step2Prep Application Preparation Course, Step2AFP – The Road to Your AFP Course, we do not offer a refund for purchases and cannot accept cancellations outside of 24 hours of purchase. We endeavour to try to modify the date of the booking on the course where possible and subject to availability at a fee at £10. We do this every time we can, but we cannot always guarantee that it is possible.

For tutoring and mentoring services i.e. those under the Step2Tutor or Step2Mentor platforms, where there is a physical in-person session, we require 72 hours' notice to cancel or modify a tutoring session. Any modifications or cancellations to a session within 72 hours of it taking place is subject to a fee or cancellation without refund by Step2Med.

All services have to be paid in full prior to delivery.

Concerns or complaints

Although we do endeavour to provide the best service possible to our clients and partners, if you would like to raise any concerns or make a formal complaint, please feel free to email us at hello@step2med.co.uk. We aim to respond to your email within 48 to 72 hours.