

Refund and Return Policy

We want you to be delighted with your experience. Refunds or replacements are available for faulty, damaged, or incorrect items within 14 days of receipt. Due to the nature of sensory kits, books, and assessment materials, returns on opened items cannot be accepted for hygiene and copyright reasons.

Cancellations for booked assessments require a minimum of 48 hours' notice. If less than 48 hours' notice is provided, a partial refund or rebooking fee may apply.