

Terms of Sale

Call Craft, teamcallcraft.com. Last updated 11 August 2026.

1. What you are buying

The Call Craft Training Bundle is a digital product supplied as a single download. It contains call guides, audio examples, a QA scorecard and communication templates. It is a one off purchase. There is no subscription and no recurring charge.

2. How it is delivered

Once your payment is complete you are taken straight to a download page. The download is available to you immediately. Please save the file somewhere safe, as the download page is not a permanent storage location for your purchase.

3. Immediate delivery and your cancellation rights

By completing your purchase you are asking us to supply the digital content immediately, and you acknowledge that you will lose your right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 once the download has been made available to you.

This is the reason the bundle is not refundable once downloaded. If you would prefer to keep your cancellation rights, do not complete the purchase.

4. Refunds

Because the product is delivered immediately and in full, we do not offer refunds once the download has been made available.

This does not affect your legal rights if something is wrong with the product. If a file is missing, corrupted, or will not open, contact us at hello@teamcallcraft.com and we will put it right.

5. How you may use it

You may use the bundle inside your own business, including across your whole team, for as long as you like. You may print the guides, edit the placeholders, and use the scorecard with your staff.

You may not resell it, redistribute it, share it outside your organisation, or present it as your own product. If you would like to use it across multiple businesses or franchises, get in touch and we will sort something out.

6. Tailored versions

Guides written specifically for your business are a separate service, quoted and agreed individually. These terms cover the standard bundle only.

7. Payment

Payments are processed by Stripe. We do not see or store your card details. Prices are in pounds sterling and include any tax where applicable.

8. Contact

Call Craft, hello@teamcallcraft.com. If something is not right, email us first and we will try to sort it quickly.