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9. No refunds can be issued after you have placed an order and the work has been started. This is because the company reserves the right to charge admin fee for all orders and is still obliged to pay the research experts/writers even if the customer no longer requires the product. Also no refund can be issued after the product/service has been delivered to the customer. This is because due to the nature of the products, New essays cannot be sure if any copies of the product have been made once it has been delivered to the customer. All our custom written orders are personalised for you therefore, it is exempt from consumer returns rights under the distance selling regulations. This means you have no cooling off period after receiving the item, if you simply decide you don't like it.

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12. New essays endeavour to collect only those pieces of information from the customers that are absolutely necessary. No unnecessary details are collected and stored on our systems. Whatever data however we collect is kept confidential and not shared by third parties.

13. We reserve the right to communicate with you via email to send relevant offers if consented by you at the Request Quotation or Order stage.

14. In case of any problem with the purchase, you will in all cases first contact new essays to allow us resolve the issue.

15. We reserve the right to cancel without refund any order with incorrect and fraudulent details. The order is accepted in good faith based on the trust that the information provided by you is true to the best of your knowledge.

16. We shall only use the British Pounds as the currency for transactions. All foreign currencies must be converted into British Pounds when deal with New essays

17. Due to the nature of products and services provided by new essays and their delivery through electronic means or the provision of advice over the phone or face to face, no refunds can be granted. Also we are unable to accept any returns of the products/services as we cannot be sure that its more copies have not been made and retained by the client.

18. You are solely responsible for all relevant taxes or duties that may be assessed by the authorities and new essays accept no responsibility in this regard.

19. New essays keep the copy rights of all the products/services delivered by the company. None of its products, either in part or full may be reproduced, copied, distributed, or presented without acknowledging the source and against the copy right laws. All instances where our products are used unlawfully through the breach of the copy rights laws will be fully prosecuted and reported to all relevant authorities. By placing the order, you agree to use our products in the same way in which you may use other copy righted material. You must never re-sell our products or attempt to obtain any other unauthorised benefits.

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21. The products by new essays are provided on an "AS IS" basis. Due to the nature of the product we are unable to provide any warranties of any kind (including express or implied and those for merchantability and fitness for a purpose).

22. All products/services are subject to availability. The management reserves the right to cancel any order due to unforeseen and uncontrollable circumstances at its sole discretion by providing a full or partial refund depending if the work is delivered in parts to the customer at any stage of the order.

23. The academic standard suggested by the new essays while delivering the ordered work is to indicate the quality of work as evaluated by the company and is not in any shape or form intended to guarantee any degree standard, grade or marks as assessed by your university. By placing an order you agree not to pass off in part or full any paper delivered to you by new essays to any educational or other institution in UK or abroad as your own work.

24. The customer may not request amendments to their order specification after payment has been made or a deposit has been taken and the order has been assigned to an expert

The customer may provide the principal with additional supporting information shortly after full payment or a deposit has been taken, provided that this does not add to or conflict with the details contained in their original order specification

If the customer provides additional information after full payment or a deposit has been taken and this does substantially conflict with the details contained in the original order specification, the agency may at their discretion either obtain a quote for the changed specification. The customer understands that this may result in a delay in the delivery of their work for which the agency will not be held responsible. Under these circumstances, the 'completion on time agreed will not be payable.

Amendments to completed orders: The agency agrees that if the customer believes that their completed work does not follow their exact instructions and/or the guarantees of the principal as set out on the agency website, the customer may request amendments to the work within 7 days of the delivery date, or longer if they have specifically paid to extend the amendments period. Such amendments will be made free of charge to the customer

The customer is permitted to make one request by replying to the email in which they received the work. This will be sent to the principal for comment. If the request is reasonable, the principal will amend the work.

If the principal does not agree with the customer's request, they will be given the opportunity to comment on it. In the event that agreement cannot be reached between principal and customer regarding the amendments, the agency's quality control team will assess the dispute and their decision will be final. They may, at their discretion, refer the matter to a different expert for assessment, in which case the decision of that expert will be binding on both parties

If the request to amend the work falls outside of the time allowed for amendments, or if the customer asks for amendments that do not relate to their original order specification, the principal at their discretion may offer a quote for the completion of the changes, and the customer may choose whether or not to accept this. The customer acknowledges that they may be required to make payment for such changes prior to the additional work being commenced

If the customer should require their work to be amended in such a way that is inconsistent with their original order specification, such amendments will be put to the principal who may set their own rate for completing them and the agency's fee will then be calculated proportionate to that fee

25. The recommended use of our service is to consider it an academic and scholarly piece of work similar to what you may find published in academic journals, books, trade publications or organisational reports. You may only use it as one of the various sources you may need to complete your own research assignment or task. If we suspect misuse of our service at any stage of the order process we reserve the right to cancel the order.

26. By placing an order you agree that if you do quote from the paper provided to you by New essays, you will include a reference in the bibliography/references section and provide citation in the main text with page number.

26. By placing the order you agree that you will never hold new essays responsible, rather hold it completely harmless, indemnify and defend it against any claims or allegations and any associated material costs arising from your use of the products supplied by the company.

27. You also agree to waive all liabilities related to the use of our products by you even if these are occasioned by our negligence.

28. You agree by placing this order not to join and be part of any lawsuit or litigation against New essays related to the purchase and use of our products.

29. New essays accept no responsibility for the technical inaccuracies or typographical errors in the information displayed on our website.

30. New essays will not be liable for any loss or damage incurred to you or anyone related to you as a result of products provided by us even if we were advised of the possibility of any such damages.

31. If any clause of this TSA is deemed unenforceable or in conflict with the laws and regulations of any government, it will not in any way affect the enforceability of any other clause and you will still be legally bound by all other clauses.