

Mrs Pennington: Terms & conditions

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1. Who we are

mrspennington.nl is run by HS Services, registered with the Netherlands Chamber of Commerce (KvK) under number 27314126. Email: hello@mrspennington.nl. You can also reply to any email we send you.

Mrs Pennington is a fictional, AI-generated character. Our products are written with the help of AI, then checked and edited by a real person. The photographs are AI-generated.

2. What we sell

Digital products only: printable PDF notebooks, workbooks and card sheets with exam and revision techniques. Nothing is shipped. Each purchase is a one-off payment; there are no subscriptions.

3. Prices and payment

Prices are in euros and include 21% Dutch VAT. The same price applies wherever you live. Payment is handled by Mollie B.V. The contract is made once your payment has been received.

4. Delivery

Straight after payment you receive a personal download link on screen and by email. The link works for 7 days and up to 5 downloads. Please save your PDF. If a link expires, email us and we will send a new one free of charge.

5. Right of withdrawal

Consumers normally have 14 days to withdraw from an online purchase. For digital content delivered immediately, this right lapses once the download has been made available, provided that you expressly asked for immediate delivery and acknowledged that you would lose your right of withdrawal. You do this with the checkbox at checkout, and we confirm it in your order email.

6. Your statutory rights

The product must match its description and work as it should. You always keep your statutory rights under Dutch consumer law (conformity of digital content). If a file does not open, is incomplete or is not what was described, contact us: we will fix or replace it, and if we cannot, we will refund you.

7. Complaints

Email hello@mrspennington.nl with your order number and what went wrong. We aim to answer within 5 working days and at the latest within 14 days.

8. Using the products

Your purchase gives you a personal licence to download, print and use the product for your own study or for your own children. You may not resell, share publicly or redistribute the files.

9. No guarantees about results

The products offer general exam technique and study habits. They are not tied to any exam board and are no substitute for your teachers, your specification or official past papers. Never take notes, cards or printouts into an exam room. We cannot promise particular grades.

10. Liability

Nothing in these terms limits our liability where the law does not allow that, including towards consumers. Otherwise, our liability for indirect loss is excluded as far as the law allows.

11. Law

Dutch law applies. If you are a consumer living elsewhere, you keep the protection of the mandatory law of your own country.