

## FAQ

1. How will I receive my planner?  
*The delivery of your planner can be received through an instant download*
2. How will I be notified about my purchase?  
*I'll send you a download notification email separate from any transaction notification email you receive from your purchase transaction invoice.*
3. Where can I find my download notification?  
*Your download can be located in your regular email and from your purchase transaction invoice.*
4. What to do if I am unable to download my file?  
*If nothing happens when you click the download link, it's possible that there's an issue with your web browser. Please disable any non-standard add-ons or toolbars that you've installed and try again.*
5. What to do if my computer states that the file has been corrupted?  
*When this happens, delete the file and try downloading it again. If you can't open the file, please contact the seller at [languageacademy@gmail.com](mailto:languageacademy@gmail.com)*
6. Do I have a time limit to download my file?  
*Yes, you will have 30 days from the time of purchase to download your file. After that time has expired, your download will no longer be available.*
7. Where can I access my digital file?  
*Next to the order, select Download. This goes to the Downloads page. You will also receive a download link in your email.*
8. Can I save my download?  
*Yes, it is highly recommended that you download the file on your computer or laptop first. Then, save/import the file into your note taking app. (I recommend the GoodNotes5 app).*
9. Do you accept returns, exchanges, or cancellations?  
*No, I don't accept returns, exchanges, or cancellations due to the nature of digital downloads, they are nonrefundable. All sales are final and can't be returned. But, please contact me if you have any problems with your order*
10. Can I open my planner on my iPhone?  
*Yes, The GoodNotes5 app can synchronize with your iPhone so you'll be able to open the planner on there as well.*

11. What is the size of this planner?

*The size of this planner is based on iPad screen sizes. (I use the planner on my phone to check my schedule only. I do all the writing, etc., on the iPad.*

\*\*This digital planner can be used on an iPad in the app GoodNotes5. Other apps on other devices may work too but I can't guarantee other apps will work as good. The GoodNotes5 app is a SEPARATE PURCHASE from the AppStore, but totally worth it, in my opinion.

I recommend using the GoodNotes5 app and writing in this planner using an Apple Pencil or another stylus that's compatible with your device. It's also possible to just type in the document.