



Terms and Conditions of The YoungStock

How does my magazine subscription work?

Select your monthly, 6- or 12-month subscription and once subscribed, relax and we will do the rest! Each month we create a new monthly magazine. We will then pack it and post it directly to your door. Magazines are shipped at the beginning of the month, so you will receive your magazine around the 7th of the month.

Subscription Options

We have two types of subscriptions on offer. You can either sign up for a recurring plan on a monthly, 6 monthly or 12 monthly basis, or choose a gift subscription. With our recurring plan, you pay the price of your magazine every month, and this will carry on until you decide to stop it. You can cancel the recurring subscription at any time if you need to, but please do so before the 11th of the month, to avoid getting charged for the next upcoming magazine. Our gift memberships are paid for upfront, in full. Our gift memberships cannot be cancelled. When you checkout with the gift membership, as long as the "do not renew" magazine is selected, it will not automatically renew.

How do I log into my account?

If you are currently a member and have an account, you can log in using the email and password chosen when you signed up. If you do not currently have an account, you can create one. Our members area is the easiest way to get an overview of your plan, make any changes to your contact details, change the frequency of your magazines etc.

How do I cancel my subscription?

We are sorry to hear that you are leaving The YoungStock community. If you would rather take a break, instead of cancelling, you can skip up to 6 months of your subscription. You can cancel your subscription at any time by logging into your account. You will need to enter your email and password, which you will have created when you subscribed. Do not worry if you cannot remember it, you can request a new one. If you have any problems doing it, you can always email us at theyoungstock@gmail.com and we will cancel it for you. If you do not want to receive your next magazine, you will need to cancel before our monthly rebilling date which is on the 18th of the month. You will always receive any magazines that you paid for before you cancelled. Monthly subscriptions (month-to-month) is non-commitment and can be cancelled anytime. If you cancel a monthly subscription after you are billed, you will receive that magazine, but you will not be charged again after that.

Auto-renewing pre-paid subscriptions (6 or 12 months) can have the renewal feature cancelled at any time so that after the current prepaid term is complete, it will not renew. Auto-renewing 6-month or 12-month subscriptions cannot be cancelled, paused (skipped), or refunded in the middle of a prepaid term.

6- or 12-month Gift Subscriptions are a one-time purchase for consecutive months and do not renew after the term is complete.

Note: Cancelling the monthly subscription does not cancel an order. If you cancel your subscription after you have been charged for it that will be the last magazine you receive.

Will my subscription auto-renew?

The default setting for our subscriptions is **'will renew'**.

The default setting for gift subscriptions is **'will not renew'**.

However, you can also choose whether or not your subscription will renew at check out.

What is the cut-off date for making changes to my subscription?

If you need to make any changes to your subscription, please do so before your next payment date, so that we can guarantee that they are actioned before your next magazine is dispatched.

When do you take payment?

When you first sign up for your YoungStock subscription magazine, your first payment will be charged at the time of purchase.

Subscriptions renew based on their original term of length, for example, a renewing 6-month prepaid subscription, will renew every 6 months.

What is your refund policy?

We offer refunds for any unshipped shipments.

If you are requesting a refund part-way through a prepaid subscription, we will charge you for the magazines that you have already received, as if you had bought your subscription on a month-to-month plan and refund the remainder.

My magazine has not arrived?

Postage is by The Royal Mail. Please note that during the current pandemic, postage times are longer than usual. Please be patient but if you are anticipating a delivery and it has not shown up within 14 days of expected delivery date, do not panic! Please let us know by emailing us at theyoungstock@gmail.com and we will investigate.