

REFUNDS

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. If you cancel within 7 days up to 24 hours before a full refund will be issued. 12 hours or less from your appointment no refund will be offered. If you cancel 24 hours up to 12 hours before a 50% refund will be returned to you.

To be eligible for a return, your appointment must be unused and you must have let us know in writing more than 24 hours before and within the 7 days or you will be ineligible for a refund.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where no refunds are granted:

- If we cannot gain access to the property
- If you have carried out our check list, the information provided is not accurate and our engineers cannot carry out checks accurately and safely.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your application to cancel your appointment. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at sales@awfiresafety.co.uk