

REFUND POLICY

We make significant investments in our infrastructure and resell at the best possible prices, to allow us to do so requires a commitment on both the Supplier and the Customer.

1. Refunds are discretionary unless stated otherwise in our terms of business. All requests for a refund will be considered on their merits and so you should submit all relevant information, copies of correspondence and other documents when making your request.
2. Requests for refunds should be sent to the Customer Care Team via a Support Ticket from within our Support Portal.
3. We will endeavour to deal with requests for refunds within 10 working days.
4. Where you have terminated your agreement with us the particular provisions relating to your liability on termination will apply.