

# Refund Policy

- 1 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.
- 2 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.
- 3 Requests for refunds should be sent to the Customer Care Team via a Support Ticket from within our Support Portal.
- 4 We will endeavour to deal with requests for refunds within 10 working days.
- 5 Where you have terminated your agreement with us the particular provisions relating to your liability on termination will apply.