

## **Grieves Pryce payment, cancellation and refund Policy**

- 1) Payment is required in full before any service will commence.
- 2) If you are paying by electronic or telephone bank transfer then we reserve the right to delay commencement of services until funds are received in full.
- 3) If you are paying by credit/debit card your card will be debited on acceptance of your order so as to ensure that sufficient funds/credit are/is available.
- 4) All credit/debit cards are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment, we will not be liable for any delay or non-delivery and we are not obliged to inform you of the refusal.
- 5) When taking a credit/debit card payment, your details will remain fully secure and confidential. They will not be kept on file and are not available for viewing by any unauthorised party. Grieves Pryce Executive Resourcing are registered Data Controllers under the ICO (Information Commissioners Office) who promote public access to official information and protecting your personal information. Our registration number is Z9230775.
- 6) Within the UK, all services are deemed to begin, by agreement, before the end of the cooling off period (as defined by United Kingdom's Consumer Protection (Distance Selling) Regulations 2000). Under the above-mentioned regulations, our C.V. writing services are 'made to the consumer's specifications or clearly personalised' and are therefore exempt. However we do allow a cancellation on 7 day services only if notification is received in writing within 24 hours of payment.
- 7) In the unlikely event that a suspected error is made in billing your credit/debit card, we will provide a full and immediate refund, pending further investigation by the management.
- 7) We reserve the right to terminate any contract due to offensive, aggressive or abusive behaviour from a client.
- 8) All prices are fully inclusive of VAT for customers based within the EU, including the UK. No charge is made in respect of VAT for customers based outside the EU. Please note that we are not responsible for any other importation taxes, sales taxes or charges that may be levied at the delivery destination. Our VAT number is GB 850 6117 44.

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