

## **Our Right to Cancel and Refund Policy**

We at Resolutions want you to be satisfied with our products. If, for any reason, the software you receive does not meet your expectations, you can cancel the order within 30 days of the date of purchase. (Under the Consumer Contracts Regulations, you have the Right to Cancel the order for the purchase of any downloaded System within a period of 14 working days, beginning with the day you received the download. Resolutions has extended this Right to Cancel period to 30 days.)

## **Cancellation and Refund Terms & Conditions**

- Damaged or defective product must be reported within 15 days of the purchase date for credit or replacement at our discretion
- Returns for any other reason must be requested within 30 days of the purchase date.
- We will ask you to uninstall the product from your computer before we issue the refund.
- If you purchased the software from one of our authorized resellers or affiliates, then you must contact that company/person to process your return. We can only accept returns for product purchased directly from Resolutions.

To Cancel your order and request a Refund, please send us an email, within 30 days of the date that the software was delivered to you, to [enquiries@resolutions.org.uk](mailto:enquiries@resolutions.org.uk), stating:

- Your name (exactly as used to register the product)
- The email address used to register the product
- The country entered when registering the product
- The name of the product
- Product licence key details
- Reason for requesting a refund

When we receive notice of your cancellation of this order, we will refund the purchase price you paid for that item minus any Credit Card, PayPal or Bank Transfer charges incurred by us on the transaction.

Prompt credit will be issued for all acceptable pre-authorized returns. Your refund credit normally takes 5-7 days but can take up to 14 days after your return request email has been received. If you paid for goods by bank transfer/wire then your refund may be delayed owing to the variability of speed of individual banks procedures for depositing the funds into your bank account.

## **Contact Us**

If you have any questions about our products, how to pay, refunds, or your order please email us at [enquiries@resolutions.org.uk](mailto:enquiries@resolutions.org.uk) or contact us by mail at Resolutions, Meadowcroft, Scoulton, Norwich, Norfolk, NR9 4AQ, United Kingdom.

Resolutions Support Team replies to enquiries in the order they are received. Normal reply time is less than 24 hours.

Resolutions' normal office hours are: Monday to Friday from 9:00 a.m. - 5:00 p.m. GMT (excludes Holidays). Please note there may be delays during Holiday times.