

# PLANit Global Ltd

## Refund Policy

We have selected WorldPay to manage the processing of payments through our website. WorldPay's payment solutions are trusted and utilised by thousands of businesses big and small, in nearly all parts of the world. WorldPay's e-commerce solutions are secure and easy-to-us.

With WorldPay, you are provided with a variety of options for payment for PLANit Global Ltd: Visa, Mastercard, Maestro and JCB.

### First 14 Days

---

If for any reason you wish to cancel subscription, you may do so within the first 14 days after purchase.

To cancel your subscription, you must log in to your account, go to **Settings > Request to delete my account**. Following your confirmation, [supportteam@planitglobal.co.uk](mailto:supportteam@planitglobal.co.uk) will receive the request and will action as appropriate.

If you are using WorldPay, our finance team will cancel your payment and you will receive a notification.

If you pay via cheque or bank transfer, our finance team will notify you by email that your request has been received.

You will receive a refund of the purchase price.

### Monthly Payment Cancellation (One calendar month)

---

If you wish to cancel your subscription, you may do so by logging into your account, clicking **Settings > Request to delete my account**.

Following your confirmation, [supportteam@planitglobal.co.uk](mailto:supportteam@planitglobal.co.uk) will receive the request and will action as appropriate.

When you cancel your application with us, you will continue to receive your package benefits until the end of the current payment period. You will not receive a refund of any portion of the price you paid for the current or prior payment period.

#### Example of Monthly Payment Cancellation:

The payment is setup on the date you registered and lasts for one calendar month.

If an employer registers on 18<sup>th</sup> January 2018 and we process a monthly payment cancellation on 29<sup>th</sup> April 2018, you will continue to receive the package benefits for your chosen square until 17<sup>th</sup> May 2018. Therefore, there will not be a refund for any part of the monthly payment price. You will neither be invoiced for nor receive the package benefits of the cancelled application after your current payment cycle ends.

We will confirm your subscription has been cancelled by email.

# PLANit Global Ltd

## Your Feedback

We are always working to provide the best experience for you, other businesses, education establishments and general users. We ask (but do not require) that you let us know why you would like to cancel your subscription on PLANit Global when sending your request.

## Contact Us

To contact us, please email [supportteam@planitglobal.co.uk](mailto:supportteam@planitglobal.co.uk) or call +44 (0) 1902 824 212.