

# PLANit Global Limited

## Refund Policy

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### 1. Refund Policy

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We have selected WorldPay to manage the processing of payments through our website. With WorldPay, you are provided with a variety of options for payment to PLANit Global Ltd: Visa, Mastercard, Maestro and JCB.

WorldPay's payment solutions are trusted and utilised by thousands of businesses big and small. Their e-commerce solutions are secure and easy-to-use.

A Business's authority for payments by recurring transaction using WorldPay's FuturePay service will remain in force until cancelled by using the method set out below.

Some Businesses may have chosen to pay via the alternative payment method (Regular Invoice) offered when registering on the Platform. If you have chosen this payment method, it will remain in force until cancelled using the method set out below.

#### 1a. Within the First 14 Days

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If for any reason you wish to cancel your subscription, you may do so within the first 14 days after Purchase and receive a refund of the purchase price.

To cancel your subscription, you must

- log in to your account
- go to **Settings > Request to delete my account**.

[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 alternative payment method (Regular Invoice), our finance team will notify you by email that your request has been received. If the invoice has been emailed to the business already, a credit note will be raised and emailed to you.

#### 1b. Monthly Payment Cancellation

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After the initial 14-day period if you wish to cancel your subscription, you may do so

- by logging into your account
- clicking **Settings > Request to delete my account**.

[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

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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, where the payment is setup on the date you registered and lasts for one calendar month:*

*An employer registers on 18<sup>th</sup> January 2018 and pays monthly by WorldPay. If we process a monthly payment cancellation on 29<sup>th</sup> April 2018 (part way through that month's subscription period), you will continue to receive the package benefits for your chosen square until 17<sup>th</sup> May 2018.*

*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.*

## 2. Your Feedback

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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.

## 3. Contact Us

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To contact us, please email [supportteam@planitglobal.co.uk](mailto:supportteam@planitglobal.co.uk) or call +44 (0) 1902 824212.