

## **Refund Policy**

On receipt of your survey report please check it carefully, if you feel that it has not been undertaken in accordance with your wishes or the “Request for Further Information” form that you returned to us then please advise us immediately. We promise to investigate any complaint in line with our documented complaints policy, a copy of which can be provided on request. Your complaint will be acknowledged and investigated, where appropriate, corrective actions will be taken to rectify any issues with the report.

Should you remain dissatisfied with our service we may consider a refund, in part or in whole of the invoiced amount at our sole discretion. Your statutory rights are unaffected by this Policy.

Date: 1<sup>st</sup> May 2018



Jason Hocking  
Technical Manager