



## Refund Policy

### Survey Wise

Effective from: 03/05/2025

Contact: [info@surveywise.uk](mailto:info@surveywise.uk) | 0800 014 9318 | [www.surveywise.uk](http://www.surveywise.uk)

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## 1. Purpose of This Policy

This Refund Policy outlines the circumstances under which clients may be eligible for a refund in connection with property valuation services provided by **Survey Wise**. Our goal is to be fair, transparent, and consistent in handling any refund requests.

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## 2. General Policy

Due to the nature of professional valuation services—which involve time, expertise, and site visits—refunds are only issued in limited circumstances as outlined below. Refunds will not be granted solely on the basis of disagreement with the outcome of the valuation.

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## 3. Refund Eligibility

You may be eligible for a full or partial refund if:

- **Service Cancellation (by Client):**
    - **More than 24 hours before appointment:** Full refund.
    - **Within 24 hours of appointment:** 50% refund to cover time and administrative costs.
    - **Failure to provide access at scheduled time:** No refund (rescheduling may be offered at our discretion).
  - **Service Cancellation (by Company):**
    - If we cancel or are unable to complete the valuation due to internal reasons, a full refund will be provided.
  - **Incomplete or Unfulfilled Service:**
    - If we are unable to complete the valuation and report due to circumstances within our control, you may be eligible for a full or partial refund, depending on the extent of work completed.
  - **Quality Issues:**
    - If you believe the service was not delivered to a professional standard, you must raise a formal complaint in writing within 14 days. We will investigate the matter and, if justified, may offer a refund or a re-inspection.
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## 4. Non-Refundable Situations

Survey Wise is a trading name of Chiggy & Lornie Ltd.

Company Number 11352644

Registered Office:(Not for correspondence) 3 Combine Road, Grimsargh, Preston, England, PR2 5DH



Refunds will not be issued:

- After the valuation report has been completed and delivered unless there is a demonstrable error on our part.
- If you simply change your mind after the service has been performed.
- Where the property was not accessible, or key information was not provided, preventing a proper valuation.

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## 5. How to Request a Refund

All refund requests must be submitted in writing to [info@surveywise.uk](mailto:info@surveywise.uk), including:

- Your full name and contact details
- The property address and valuation reference
- The reason for the refund request

We aim to respond to refund requests within **5 working days** and process approved refunds within **10 working days**.

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## 6. Method of Refund

Refunds will be issued using the same payment method originally used for the transaction unless otherwise agreed.

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## 7. Policy Updates

We reserve the right to update this Refund Policy as needed. The most recent version will always be available on our website or upon request.

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### Contact Us

Survey Wise

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