

Refund Policy

Family Tech & Solutions Ltd

Effective Date: 26/05/2025

At Family Tech & Solutions Ltd, we want our customers to feel confident when using our services. This Refund Policy explains when you may be entitled to a refund and how to request one.

1.

Your Legal Rights

This policy does not affect your statutory rights under UK law.

- Under the Consumer Rights Act 2015, services must be provided with reasonable care and skill, and as described.
 - If we fail to meet these standards, you may be entitled to a remedy such as a repair, re-performance of the service, or a refund.
-

2.

When You Can Request a Refund

You may be entitled to a full or partial refund if:

- The service was not carried out with reasonable care and skill;
- The service did not match what was agreed;
- The law otherwise requires a refund (e.g. consumer protection regulations).

Refunds will not be issued where:

- You change your mind after the service has been completed;
 - A problem arises due to pre-existing faults with your device, software, or third-party services beyond our control;
 - You provide inaccurate or incomplete information that affects the service outcome.
-

3.

Cancellations Before Service

- If you cancel a booking with more than 24 hours' notice, no fee will apply.
 - If you cancel with less than 24 hours' notice, a cancellation fee may be charged (as outlined in our Terms & Conditions).
-

4.

How to Request a Refund

To request a refund, please contact us within 14 days of the service by email or WhatsApp:

- Email: emailus.fts@gmail.com
- Phone/WhatsApp: 07368 373116

Please include:

- Your full name and contact details;
- The date and type of service;
- A clear description of the issue and reason for requesting a refund.

5.

Processing Refunds

- If approved, refunds will be issued to the original payment method within 7–10 business days.
- Where only part of the service is affected, we may issue a partial refund instead of a full refund.
- We may also offer to re-perform the service at no extra charge as an alternative remedy, in line with the Consumer Rights Act 2015.

6.

Contact Us

If you have any questions about this Refund Policy, please contact us:

Family Tech & Solutions Ltd

Registered Address: 124-128 City Road, London, EC1V 2NX

Email: emailus.fts@gmail.com

Phone/WhatsApp: 07368 373116
