

Milestone Marketing

Refund Policy

Please note that the following refund policy applies to our information and services only. Our services are subject to separate terms and conditions included client contracts and proposal documents.

We are committed to providing each customer with exceptional service. Due to the nature of our business and the accessibility of our information products immediately upon purchase, there is a 14 days full refund policy, which begins on the date of purchase with most of our information products, unless otherwise stated and with the exception of any special/limited discount for all products which have a zero refund policy. If special bonuses are included such as, but not limited to, a 1-on-1 strategy call, the use of that bonus waives your right to a refund. Any cancellation request or refund request must come in through an email to: support@milestonemarketing.io. Cancellation requests and refund requests raised through any other means cannot be actioned until raised through an email.

In relation to subscription information products, you can cancel your subscription at any time from any future billing. Similar to the above, any cancellation requests must come in through an email to: support@milestonemarketing.io, however this request must be received **before** your next rebill is due. Cancellation requests and refund requests raised through any other means cannot be actioned until raised through an email. In addition to this, any cancellation requests received after a rebill payment has been taken cannot be refunded.

For our subscription products, we will abide by the Consumer rights procedure of the UK, which entitle the consumer to a 14-day cooling off period, however this right is waived as soon as the product or service purchased has been streamed or downloaded.

Information products purchased through a payment plan do not constitute a subscription product. Once an information product has been purchased through a payment plan, and the initial 14-day refund period has elapsed, all remaining payments are due. Cancellation requests and refund requests raised after the 14-day refund period for information products purchased through a payment plan will not be actioned.

For our LIVE events and workshops, unless stated otherwise the 14-day refund policy applies, as long as notice of the refund is given at least 30 days prior to start date of the event/workshop. Sadly this means that tickets purchased within 30-days of the event cannot be refunded. We reserve the right to cancel and refund workshop attendees should we feel the workshop will not be right for them or their business.

Please email support@milestonemarketing.io if you have any questions.