

## [www.flywiretech.co.uk](http://www.flywiretech.co.uk) - website Terms and Conditions

**Flywire Technical Services Ltd** is a company incorporated in England & Wales (registration number 7606892) whose registered office is at KD Tower Suite 2 Cotterells Hemel Hempstead HP1 1FW, and trading address is at 19 Gean Court, London, N112NF ('the Consultancy').

Please refer to our Privacy Policy for information about how we collect and store your information, where applicable.

### **Return, refund and cancellation policy.**

#### **Services**

When you make a purchase on the Flywire website, in general you will be purchasing a service or "time for service". You should not purchase the service if you do not intend to make use of it. If you mistakenly purchase a service that you do not want, you must contact us immediately. Provided that the service has not yet commenced, you may receive a full refund. Flywire reserves the right to charge an administration fee to cover any charges which it may incur, including but not limited to, bank fees and the time required to process the refund.

Where the service delivery has commenced, no refunds will be given. Where a service has been ordered from a third party and paid for (for example Microsoft), no refunds will be given unless the fees can be recovered from the third party. Flywire reserves the right to charge an administration fee for dealing with third parties in such cases. The fee will be calculated based on the amount of time required to deal with the issue, and charged at the prevailing hourly rate, pro-rata. This is in addition to any other charges that the third party may levy, such as their own cancellation fee or pro-rata charges.

#### **Time for Service**

Where the purchase is "time for service", the start date will be advised at the time of payment, or soon after, depending on the nature of the service. It may be necessary to you or us to alter the date for various reasons, and Flywire will work with you to agree a suitable alternative date. These changes will generally be made free of charge subject to availability. However, if you cancel or reschedule a confirmed appointment within 24 hours of the agreed date, you may forfeit part of, or the entire fee, you have paid. Flywire will consider each case on its merits, and we will do our best to work with you to find a solution but we have to maintain our service and commitments to other clients and if your cancellation impacts our business or affects our service delivery to other customers then we will need to make the charge. Any such decision will be wholly and exclusively made by Flywire, and our decision will be final.

If you purchased time at a promotional or discounted rate and subsequently reschedule the work, that rate might no longer be available or applicable, and you may have to pay additional fees. This will be advised at the time of rebooking. If you do not pay the additional fees, we reserve the right to cancel your booking and you will forfeit the fee you have paid.

### **Licences**

In general licence fees are not refundable under any circumstances. Flywire will advise if an exception can be made, but this would be extremely unusual.

### **Physical Products**

You may cancel your order at any time before the product has been shipped without penalty. Once the item has shipped you can no longer cancel. If you do not want the item, you may send it back to us, at your own cost. Once we receive the item back in its original packaging, undamaged, and in the same condition as it was shipped, we will process a refund. We reserve the right to charge a restocking fee, which will be no more than £20 or 20% of the purchase price, plus VAT, whichever is the greater.

Certain items, such as those sold as “used” may not be eligible for refunds under any circumstances. You may return the item if you wish, at your expense, but we will not offer a refund. If this is the case, it will be made clear at the time of purchase that no refunds are available.

### **Delivery Policy**

Physical products – the estimated shipping date will be displayed before you complete your purchase, and in the order confirmation email. In general, you should expect your product to ship within 3 business days.

Services – the commencement date (and / or time) will be shown before you complete your purchase or in the confirmation email.

Time – if you have selected a specific date and time for the service, this will be confirmed in an email subject to availability. If you have not, or were unable to, select a date and time, this will be agreed with you via email or telephone. Once the appointment is confirmed, it may be possible to change it, but please see the section on returns, refunds, and cancellation for more information.

**Flywire Technical Services | Registered in England & Wales 7606892**

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