



## CANCELLATION POLICY

### ***Before your account set up is completed:***

1. After checkout (once your first months administration payment is taken and before your account is set up), you may request a full refund within 7 days. To do this, simple email: [subscriptions@caffeinaconsulting.com](mailto:subscriptions@caffeinaconsulting.com) stating CANCELLATION as the subject. We will confirm your cancellation via email within 48 hours.

### ***After your account set up is completed:***

2. After checkout (once your first months administration payment is taken) if you choose to complete your account set up from the downloads pack, you may request a refund within 7 days, but there will be a £50 administration fee applied. Please email: [subscriptions@caffeinaconsulting.com](mailto:subscriptions@caffeinaconsulting.com) stating CANCELLATION as the subject. We will confirm you cancellation via email within 48 hours.

### ***During your subscription:***

3. To help keep things simple for you, we offer a rolling cancellation policy. To cancel your account at any point, simply email: [subscriptions@caffeinaconsulting.com](mailto:subscriptions@caffeinaconsulting.com) stating CANCELLATION as the subject. We will confirm you cancellation via email within 48 hours. If you cancel during the month, you will be given access until that month expires. After that, we will not reinstate your access, unless you specifically request it, or you complete sign up again.