

## Cancellation Policy

We understand that from time to time you may find it necessary to cancel a search after it has been ordered. We want to make cancelling as simple and straightforward as possible for you and have drawn up this policy to clearly outline the steps to take.

If you have any questions about making a cancellation, please contact our Customer Services team on 0115 971 3550.

## Drainage and Water Searches

As soon as you realise that the search is no longer required, please let us know by calling 0115 971 3550, or email us at [enquiries@severntrentsearches.com](mailto:enquiries@severntrentsearches.com)

We will stop working on your search and the order will not be completed or despatched to you. Depending on your original payment method we will either credit your account or issue a refund of any payment made. Please note that if the cancelled search is part of a package deal, we will credit the cost of the search that has been cancelled, however this may impact the package discount. We will recalculate any discount and contact you if necessary.

## All other products

As soon as you realise that the search is no longer required, please let us know by calling 0115 971 3550, or email us at [enquiries@severntrentsearches.com](mailto:enquiries@severntrentsearches.com)

We may already have placed the order with our suppliers so as soon as we know you wish to cancel, we will contact the supplier and inquire whether it is possible to cancel the search. If so, the search will not be completed or despatched to you.

If the supplier has not started processing the order and does not charge us for the product, then we will credit the full cost of the search. However, if the supplier has already commenced processing the order they may charge us for the product or for the work completed to date. In this instance we may need to pass this cost on to you. We will of course let you know as soon as we can, and will ensure all paperwork is updated and reissued.

Please note that if the cancelled search is part of a package deal, we will credit the cost of the search that is cancelled (less any unavoidable charge we receive from our third parties). However this may impact the package discount. We will recalculate any discount and contact you if necessary.