

Severn Trent Searches
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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, or you realise that a search is no longer required, then please let us know as soon as possible by calling our Customer Services team on 0115 971 3550 or emailing us at enquiries@severntrentsearches.com.

Drainage and Water Searches

If the property is fully within Severn Trent's area, or is within South Staffs Water area, and:

- Has not yet been completed - then we will stop working on your search and the search will be cancelled so you will not be charged.
- Has been completed - and your cancellation request is within 24 hours of order placement then we may be able to cancel this for you.

However, should your cancellation request be received more than 24 hours after order placement, then we reserve the right to charge you for the full cost.

Please contact us for further information or clarification. 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.

If the search is cross-boundary or fully out of Severn Trent's area, we will attempt to cancel the order for information from the relevant water company. However, if they are not able to cancel then we will complete the search as requested and you will be charged for the search. If we can cancel the order with the other water company, we will be happy to cancel the search request for you. Unfortunately, we are not able to cancel cross-boundary or fully out of area searches once completed.

All other products

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 enquire 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 or completed processing the order, they may charge us for the product or for the work completed to date and in this instance then 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.

Severn Trent Searches is a trading name of **Severn Trent Property Solutions Limited**, a company of **Severn Trent Plc**.

Registered office: Severn Trent Centre 2 St. John's Street Coventry CV1 2LZ

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