

**RISK SAFETY SERVICES LTD –  
CONSUMER CANCELLATIONS AND FAULTY PRODUCTS**

This policy is part of the terms and conditions for using the Website and buying from us so please read it carefully.

**Consumer Cancellations**

(1)(a) Consumer rights legislation means that consumers (individuals buying wholly or mainly outside their trade, business, craft or profession) who buy at a distance have the right to cancel some orders for purchase. If this applies, then you usually have 14 days from the date you receive your order to change your mind, cancel the order and, where applicable, return the items to us at our postal address, to obtain a refund. If you are unsure as to whether you are a consumer please check this before placing your order. You can contact us by email or post – see the Contact Page

(2) However, unless we have agreed otherwise in writing, Digital Content is usually supplied within 24 hours after you have made payment. This means that you cannot cancel your purchase.

**Faulty Products/ Digital Content**

(3) If the Digital Content is faulty (you are unable to access, view or listen to it) please email us at [info@risksafetyservices.co.uk](mailto:info@risksafetyservices.co.uk).

(4) If Digital Content is faulty and we are unable to supply an alternative we will refund you within 14 days of the date we notify you that we are unable to provide useable Digital Content.

**Refunds**

(5) Where we have agreed that you are due a refund of anything which you have paid to us this will be made within 14 days of the date we agree that the refund is due using the same payment method you used to pay us.

If you have a complaint about our Digital Content, please refer to our Customer Support Policy