

Refund and Cancellation Policy

Last updated 22 September 2026

This policy explains when a service may be cancelled, rescheduled or refunded. Any specific terms in a signed proposal, statement of work, contract or booking confirmation take priority.

1 Scope

This policy applies to services purchased directly from About Partners Limited.

2 Cancelling a service

Cancellation requests must be submitted in writing through our website Contact page. Unless otherwise agreed:

- A client who cancels before work begins may receive a refund of amounts paid, less non-refundable third-party costs or work already undertaken.
- If work has begun, the client remains responsible for completed work, committed resources and non-cancellable third-party costs.
- Fees relating to services already delivered are non-refundable.
- Deposits identified as non-refundable in a proposal or booking confirmation will not be refunded.

3 Rescheduling

We will make reasonable efforts to accommodate rescheduling requests. Rescheduling is subject to availability and may result in additional costs where resources or third-party services have already been committed.

4 Cancellation by us

We may suspend or cancel services if payment is overdue, required information is not provided, the engagement becomes unlawful or circumstances outside our reasonable control prevent delivery.

If we cancel and cannot provide the agreed service, we will refund any prepaid amount relating to services not delivered, less applicable committed third-party costs.

5 Requesting a refund

Refund requests must include the client's name, invoice or transaction reference, service purchased and reason for the request.

Approved card refunds will normally be returned to the original payment method. We will initiate approved refunds within 14 days, although the payment provider or bank may require additional processing time.

6 Disputes

Clients should contact us promptly if they believe a payment was made incorrectly or a service was not delivered as agreed. We will review the matter and respond within a reasonable period.

7 Contact

Refund and cancellation requests may be submitted through the Contact page on our website or sent by post to About Partners Limited, 207 Regent Street, London W1B 3HH, United Kingdom.