

LONDON SCOTTISH HOUSE

REFUND AND RETURNS POLICY

Thank you for using London Scottish House¹. We would like you to be satisfied with the goods and services we offer. We apologise if anything is not right through an error or omission on our part, and for any inconvenience caused.

Please find below our terms and conditions regarding cancellations, refunds, returns, and exchanges on our goods and services.

REFUNDS OF SERVICES

Registration. You may cancel your registration at any time and you will be refunded pro rata for any full months unused fee.

Office Services Packages. We will refund in full any advance payment or deposit you have made on any of our office services packages as described in our price list and on this website provided you request this within 14 days of the initial payment.

Coworking Bookings. We will also refund in full any payment made for coworking space up to 24 hours before the commencement of the booked date (0001 hours).

Temporary Office Space. Offices are licensed on a three month basis. You will need to give us one month's notice to either vacate or to extend. You will be entitled to a refund for any unexpired complete months.

Events and Accommodation. Refunds for cancellations of venue hire, events and accommodation will be made on the following basis:

Up to 7 full days before the event a full refund of any deposit will be made.

Less than 7 full days but more than 48 hours a 50% refund of any deposit will be made.

Any venue, event or accommodation booking cancelled at less than 48 hours notice will not be refunded.

RETURN OF GOODS

If your purchase has not been used, opened and returned in the same condition as you received it, we have a 30-day policy from the date of purchase.

When we receive the items, we will inspect any purchase returned and if we are satisfied you will be entitled to a full refund.

We will also deduct any delivery/packaging costs paid.

¹ London Scottish House is managed and operated by London Scottish Volunteer Enterprises Ltd on behalf of the London Scottish Headquarters Trust, a registered charity No 251499.

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The item must be unused, sent back to us in the same condition you received it and still in the packaging it came in.

As soon as we have received any item which has been returned, we will notify you by email and confirm the outcome.

REFUNDING PAYMENTS

A refund can take up to three weeks and further 5-7 days to be shown back on the card. If the item you received is damaged/broken you will be entitled to a full refund, once we have received proof of purchase and we have inspected the item.

EXCHANGES

If any purchase is not broken/damaged but you would like to return it, we can only offer an exchange for the price of the item you bought it for or the cost can be deducted from another item you wish to buy/exchange that we have in stock.

If an item you receive is faulty or damaged, we can send you a replacement of the same item or a full refund. However, we need to receive the order in the same condition which was sent out. You are not entitled to a refund for damaged or misused while in your possession.

We will need proof of purchase., this could be in the form of a receipt, an invoice, email correspondence or a bank statement.