

Refund Policy for Online Payments

WorldPay manages the processing of online payments through this website.

If you have made an online payment to us via WorldPay in error (such as an overpayment) and would like to request a refund then please contact us by e-mail at info@sleeblackwell.co.uk with details of the error, quoting your client reference number, the date that payment was made and the amount of the payment.

We will investigate the circumstances of your request and if it is validated by us we will issue a refund to you from cleared funds, deducting any costs incurred by us in processing your payment and refund. We will also deduct any fees owing to us.

Please note that refunds of online payments are not offered on the basis of dissatisfaction with our services. Further, in dealing with refund requests consideration will be given to Money Laundering Regulations.

This refund policy for online payments exists in addition to our standard terms and conditions.

You can access information about WorldPay online security by visiting the WorldPay website at www.worldpay.com.