

# **Returns, Refund and Cancellation Policy**

**Effective Date: 08/01/2018**

Returns/ Cancellations & Refunds: If you are not satisfied with your purchase, you have 14 days to return the product with the original packaging and all contents.

Refunds will be given for all service fees (**if paid upfront**) using the card or Direct Debit details that were initially used to make the payment (provided the package is being returned within cooling off period).  
**No refund will be given for the set-up fee.**

Refunds will be given for all service fees (if already paid while using the facility) & the package is being returned meanwhile.

We will process the refund within 7 working days depending on payment processing provider.

For returns / cancellations & refunds please contact our finance department at [support@doctoralert.co.uk](mailto:support@doctoralert.co.uk). or reach out to our free phone number 0800 066 2507/ 0203 151 4695.



support@doctoralert.co.uk

<https://www.doctoralert.co.uk/>