



Fund Boards Council Refund Policy

Owner: UKFB & Co Ltd, a registered company in England and Wales under company number 11629067 (“UK Fund Boards”, “we” or “us”), trading as “Fund Boards Council” (“FBC”) with registered address: 20-22 Wenlock Road, London, N1 7GU, and customer services at contact@fundboards.org

1. Order cancellation and refund policy

- 1.1. In accordance with the provisions of the Consumer Rights Act 2015 (if and only if you are a consumer for the purposes of those regulations) you have the right, within 14 days starting the day that your purchase has been confirmed and invoice issued, to cancel your online purchase with us, subject to paragraph 2 below.
- 1.2. Refunds are subject to the limitation that after 14 days, there will be no right to refund.
- 1.3. If you are a consumer and wish to exercise your right to cancel under paragraph 1.1 above, we will refund any payments which you have paid within 30 days after you inform us that you wish to cancel your order.

2. Downloadable products

- 2.1. For downloadable products (e.g. reports or documents purchased on their own or as part of a product package) you will be asked (when confirming your payment) to waive your rights to a refund at the point which the product is downloaded from the FBC website, any third-party document delivery mechanism or sent to you by email.
- 2.2. If you have made a genuine error in purchasing a product and wish to claim a refund within the 14 days refund period, you should contact FBC as paragraph 3.

3. Making a refund request

- 3.1. All refund requests must be made by email to contact@fundboards.org stating the purchase date, product(s) purchased and amount paid.