

TechByte IT Solutions Ltd. - Payments and Refunds Policy

1. Introduction

TechByte IT Solutions (TBITS) is committed to providing clear, fair, and transparent payment and refund processes to all its clients. This policy outlines the terms and conditions regarding payments and refunds in accordance with UK law, including the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

2. Payment Terms

- i. TBITS requires full payment for services either in advance or according to the agreed payment schedule detailed in the contract or service agreement.
- ii. Payment methods accepted include bank transfer, credit/debit card, and other methods as agreed with the client.
- iii. All payments must be made in GBP unless otherwise agreed in writing.
- iv. TBITS reserves the right to suspend or terminate services if payments are not received by the due date.
- v. Late payments may be subject to interest charges in accordance with the UK Late Payment of Commercial Debts (Interest) Act 1998.

3. Invoicing

- i. TBITS will issue invoices specifying the services provided, payment amount, and payment due date.
- ii. Separate invoicing will be communicated to the client if any equipment is required for Client project completion.
- iii. Clients are responsible for ensuring that payment details are accurate and up to date.

4. Refunds

- i. TBITS aims to deliver all contracted services with high quality and professionalism. Refunds are considered in line with the Consumer Rights Act 2015 and applicable contract terms.
- ii. Refunds may be offered under the following circumstances:
 - a) Where TBITS has failed to provide services with reasonable care and skill.
 - b) Where services are not delivered within the agreed timeframe without prior notice or reasonable cause.

- c) Where a client cancels a contract within the cooling-off period (14 days for most consumer contracts under the Consumer Contracts Regulations 2013), subject to any work already performed.
- iii. To request a refund, clients must contact TBITS within 14 days of service delivery or issue occurrence, providing full details of the complaint.
- iv. Refunds will not be issued for:
 - a. Services fully performed in accordance with the contract.
 - b. Costs incurred due to client delays or changes in scope.
 - c. Work already completed outside the cooling-off period if the contract has been signed.
- v. Any refund due will be processed within 14 days of agreement to the refund, using the original payment method where possible.

5. Dispute Resolution

- i. TBITS encourages clients to raise any payment or refund concerns promptly.
- ii. In the event of a dispute, TBITS will seek to resolve the matter amicably and may engage in mediation or alternative dispute resolution (ADR) if necessary.

6. Changes to this Policy

- i. TBITS reserves the right to update or amend this Payments and Refunds Policy at any time.
- ii. Clients will be notified of significant changes, and the latest version will always be available on the TBITS website or upon request.

7. Contact Information

For payment or refund enquiries, please contact:

TechByte IT Solutions

Email: techbyte-itsolutions@outlook.com