



### Our refund policy

If you are a consumer then you have a legal right to change your mind within 14 days and receive a refund. This does not apply if we have commenced work on your project even if the cancellation period is still running. If you cancel and we have started your Project then you must pay for the work that has been completed up to the point you informed us that you have changed your mind.

To notify us that you have changed your mind please send an email to [support@staac.co.uk](mailto:support@staac.co.uk)

The agreed refund excluding costs incurred by us will be refunded to you within 14 days of receipt of the cancellation email.