



UMBRELLA PROTECT  
WILLS

## Refund Policy

At Umbrella Protect Wills, we understand the importance of our will-writing services in providing you with peace of mind and security for the future. We are committed to ensuring your satisfaction with our services. If for any reason you are not satisfied, we are here to assist you.

## Refund Eligibility

1. **Cancellation Before Service Initiation:** If you decide to cancel our will writing services before any work has been initiated, you are eligible for a full refund.
2. **Cancellation After Service Initiation:** If you choose to cancel our services after work has commenced but before the final draft is delivered, a partial refund may be available, accounting for the work completed up to that point.
3. **Quality and Accuracy:** If you receive the final draft of your will and believe there are errors or inaccuracies that were the result of our service, we will review the concerns. If the errors are verified to be due to our fault, we will rectify the issues and provide a corrected version at no additional cost.

## Refund Process

1. **Contact Us:** To initiate a refund request or express concerns about the quality of the service, please contact our customer service team at [wills@umbrellaprotectwills.co.uk](mailto:wills@umbrellaprotectwills.co.uk). Provide your order details and a description of the issue.
2. **Verification:** Our team will review your request and verify the details provided.
3. **Refund Determination:** Depending on the circumstances, we will determine if a full or partial refund is applicable.
4. **Refund transaction:** If your refund request is approved, we will initiate the refund to your original method of payment within 7 days.

## **Exclusions**

Please note that certain situations may not be eligible for a refund, including:

- **Client Changes:** If you change your mind about the content or details of the will after it has been drafted, this is not eligible for a refund.
- **Client Errors:** If errors in the final document are a result of incorrect information provided by you, the client, a refund may not be applicable.

## **Contact Us**

If you have any questions or concerns regarding our refund policy for will writing services, please feel free to reach out to our customer service team.

We appreciate the opportunity to serve you and aim to provide the best possible will writing experience.

## **Umbrella Protect Wills**

Office 134, The Light Box, 111 Power Road, Chiswick W4 5PY Tel: 0208 964 2275

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