POLICY DOCUMENT

Money-Back Guarantee

Access For All UK Ltd

We want you to be confident in the quality of our accessibility services. If you're not satisfied with the work we've delivered, here's how our guarantee works.

What's covered

This guarantee applies to access audits, training, mentoring and home access assessments delivered by Access For All UK Ltd. It sits alongside, and does not replace or limit, your statutory rights under the Consumer Rights Act 2015.

The guarantee

SERVICE	CLAIM WINDOW
Access audits	7 days from delivery of the final report
Workplace training & mentoring	7 days from the in person face to face training date or 7days from the first mentoring session date.
Home access assessments	14 days from delivery of the assessment report

If you contact us within the relevant window and if we agree the service fell short, we will:

- Correct or complete the work at no extra cost, or
- Provide a full or partial refund, reflecting work already completed, at our discretion

How to claim

Email carron@accessforall.uk with your name, the service booked, and the reason for your request. We will acknowledge your claim within 3 business days and respond in full within 10 business days.

Exclusions

- The guarantee does not apply once a report or deliverable has been formally signed off in writing
- Refunds cannot be offered where a delay in raising the issue has prevented us from resolving it
- Bespoke or already-commenced work is refunded in proportion to work completed, not in full

Your statutory rights

Nothing in this guarantee limits your rights under the Consumer Rights Act 2015, including your right to a repeat performance or a price reduction if a service is not carried out with reasonable care and skill.

If you booked at a distance (for example, online or over the phone with no face-to-face contact), you may also have a separate 14-day cancellation right under the Consumer Contracts Regulations 2013.


Access For All UK
Accessibility and Inclusion
for everyone