

## Refund Policy

Our refund policy is in addition to your rights as set out in the client care letter issued to you at the start of the retainer.

Please note that any refund is at the discretion of Harding Evans Solicitors. We have the right to refund any online payment if your payment is not on account of our fees or in relation to an invoice.

We may charge an administration fee for any sums refunded. This policy does not affect return of funds paid on account which will be handled in accordance with our standard Terms of Business.

We will endeavour to process any refund as soon as practicable, however please be aware that our professional rules may require us to undertake checks in relation to the Money Laundering Regulations. We may need further information from you about the funds before we can process a refund. This may cause a delay. Harding Evans Solicitors will not be responsible for any losses you may incur as a result of a delay in processing a refund.

In the event that any payment is to be refunded Harding Evans Solicitors will endeavour to make the refund payment back to the credit/debit card from where the payment was made. If for any reason the payment cannot be made to the originating card for reasons outside the Firm's control a cheque refund will be made to the cardholder.

If you need any assistance regarding:

- (a) payment you have made; or
- (b) payment you would like to make; or
- (c) a payment to a third party such as a Bank.

Please [contact us](#) for further information.