

## **Refund policy**

“Complygate” means Complygate Limited Company Registration Number 09650068 whose head office is at 4th floor, Colmore Gate, 2-6 Colmore Row, Birmingham, England, B3 2QD who are the registered Owner of the Software.

### **Complygate HR Software**

Our pricing structure and Fees are displayed on our website: <https://www.complygate.co.uk/hr-software-pricing>

Once the monthly subscription fee has been charged at the start of a new billing cycle, you have 14 days for users in the UK and EU/EEA from the start of your first paid billing cycle to cancel your subscription for a refund.

Any set-up cost or administration cost incurred by Complygate Limited will not be refunded.

### **Complygate pre-employment screening and vetting platform**

Our pricing structure and Fees are displayed on our website  
<https://www.complygate.co.uk/employee-background-check-companies-birmingham>

All amounts and Fees stated or referred to on Complygate website:

- shall be payable in pounds sterling (£)
- are non-cancellable and non-refundable
- are exclusive of value added tax, which shall be added to Complygate's fees at the appropriate rate. In line with VAT legislation, all services purchased on behalf of a Customer, including but not limited to the DBS and DS charges collected on behalf of the organisations, will be treated as disbursements for VAT purposes, and will therefore not be subject to VAT.

Any set-up cost or administration cost incurred by Complygate Limited will not be refunded.

Complygate cannot be held responsible for and does not accept any liability in relation to the time taken by any card issuer or other party, to process any refund to a Customer's payment card (as applicable) or via any other refund method.