

Refund Policy for Worldpay Payments

We have selected Worldpay to manage the processing of payments. Worldpay are trusted and utilised by thousands of businesses, big and small, in nearly all parts of the world and are recognised as a secure and easy-to-use payment solution over the internet. We accept all types of Visa and MasterCard's.

Refunds

If you have made a payment in relation to an initial appointment you have a right to cancel your appointment and therefore your order before a visit or online meeting/phone call takes place and be provided with a full refund. As the order is personalised for you and by its very nature cannot be sent back then no refunds will be provided once the appointment has taken place. This does not affect your statutory rights however if we fail to provide a suitable service or your order is defective in any way.

In order to cancel your appointment please email info@fjg.co.uk.

How long does a refund take?

When you cancel, we will refund your account as soon as we've processed your cancellation, although this can take up to 10 working days to show in your bank or credit account. Alternative Payment Methods can take longer. When a payment has reached the REFUNDED (or REFUNDED_BY_MERCHANT) status it indicates that the issuer is processing the refund and the customer will receive it.

What if my card is refused?

Cards are not refused by our organisation but by your bank or card issuer. There could be many reasons this may happen and we suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

Can I have a receipt?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display on your unique transaction number. You will also receive an email confirming the payment has been successful. I've paid the wrong amount – can I have a refund? Yes. Mistakes can happen.

If you have overpaid your account contact our customer services team on info@fjg.co.uk