

CANCELLATION POLICY

As we provide a list of services, please be advised that our cancellation terms can vary depending on the service provided and payment options proposed. Global Investigations aims to be transparent in regard to our cancellation terms. Please see our Cancellation Policy below.

Global Investigations Cancellation Policy

- When instructing Global Investigations, you are entering into a legally binding agreement. Such an agreement obliges you (the client) to pay agreed fees within a written or verbal proposal, and therefore Global Investigations will complete the instructed service.
- Where Global Investigations has been instructed to commence an investigation and any kind of deposit or payment has been made by the client, these monies are non-refundable in part or in full once Global Investigations has commenced work on the client's instructions, in full or in part, if the request for refund is made thereafter. In the event that no work has been commenced by Global Investigations, it is agreed that a refund less 25% administration fee.
- Under the circumstances that an employee has performed initial research, enquiries, or allocations, we will provide the client with an invoice demonstrating fees and hours deemed payable.
- If we are instructed to provide a service within a 48 hour or less timeframe, we reserve the right to forward a cancellation invoice including all allocating and scheduling costs in the event of a cancellation request.
- You may make a change to the Order for Services at any time before the start date for the Services by contacting us. Where this means a change in the total price of the Services, we will notify you of the amended price in writing.
- We do not accept any legal aid instructions and would recommend legal advice be taken in these specific circumstances. Fees are to be paid as set out and agreed in all written proposals. We ensure that all operations and practises are compliant with the General Data Protection Regulation (GDPR)
- For further business terms, please refer to our Terms & Conditions of Business that can also be downloaded from our Compliance page accessed via our company webpage.

<https://www.globalinvestigations.co.uk/compliance/>

Our services are always compliant. Please contact a member of our team for more information.