

Refund Policy

We at www.clustermed.co.uk strive to provide our customers with the best products/services and experience possible. However, we understand that there may be circumstances where a refund is warranted. Please read our refund policy carefully to understand your rights and obligations regarding refunds.

1. Eligibility for Refund:

Our refund policy applies to all purchases made directly through www.clustermed.co.uk. To be eligible for a refund, you must request the refund within 28 days of the purchase date.

Refunds may be granted under the following circumstances:

Product/Service Defect: If the product/service you received is defective or does not meet the specifications outlined at the time of purchase.

Non-Delivery: If you have not received the product/service within the specified delivery time frame.

Dissatisfaction: If you are not satisfied with the product/service and can provide a valid reason for your dissatisfaction.

2. How to Request a Refund:

To request a refund, please contact our customer support team at info@clustermed.co.uk. You may be required to provide proof of purchase and explain the reason for your refund request.

Refund requests will be processed within 2 weeks of receiving your request.

We reserve the right to deny refund requests that do not meet our eligibility criteria or are submitted after the specified time frame.

3. Refund Process:

If your refund request is approved, the refund will be issued to the original method of payment used for the purchase.

The time it takes for the refund to appear in your account may vary depending on your financial institution.

In some cases, we may offer alternative forms of compensation, such as store credit or a replacement product/service, at our discretion.

4. Non-Refundable Items/Services:

Certain items/services may not be eligible for refunds, including but not limited to:

Downloadable/digital products once they have been accessed/downloaded.

Customized or personalized products/services.

Services that have already been rendered or completed.

5. Changes to Refund Policy:

We reserve the right to modify or update our refund policy at any time without prior notice. Any changes will be effective immediately upon posting the revised policy on our website.

6. Contact Us:

If you have any questions or concerns about our refund policy, please contact us at info@clustermed.co.uk.