



Girlfridayz

Business support to sole trader & SME's

28 Cambria Road
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Cancel Policy

Scope:

The Consumer Contract Regulations which came into force on the 13/06/14 and implement the Consumer Right Directive – give you rights when shopping online or distance selling either be over the phone, online or via smartphone. Hence at Girlfridayz since we are an online company providing you with services online either directly or in conjunction with our supplier, this law pertains to us and to you as we provide you with a service classified as distance selling.

In a Nutshell

- Your right to cancel a service made at a distance starts the moment you enter the contract and lasts 14 days.
- If you want to download digital content within the 14-day cancellation period, you must agree to waive your cancellation rights.
- Companies are not allowed to charge you for items they put in your online shopping basket or that you have bought because of a pre-ticked box.

Your Right to cancel

1. You have the right to cancel any order made online, via email, using our order form, completing our online form, by voice or smartphone application. Your right to cancel an order start as soon as you place an order with Girlfridayz Limited and your order has been approved by us. You can cancel your order up to 14 days and you do not have to give us any reason for your cancellation.
2. You can cancel your contract with us within 48 hours of receiving your signed document and deposit paid and we will issue your full deposit back, however, your right to cancel within 14 days after signing our contract is terminated as we have issued you with a full refund of your deposit.
3. After the legal 14-day cancellation allowed per Consumer Law Right act 2015, if you do not tell us you want to cancel your order, we will consider that your happy with your order and you no longer have the right to cancel or claim a refund or a credit note. However, if you cancel your order after your legal right to cancel expired a 50% cancellation fee is charged.



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4. Any instalment payment or payment arrangement in place is fully due to Girlfridayz if you cancel your order of service while on a payment arrangement you will still be liable to pay the remaining balance owed on your payment arrangement. If you refuse we will have the right to recover any money owed through the small claim court and recharge you any court or bailiff fee incurred and charge to Girlfridayz by the court.
5. You can cancel any order prior to any work commencing within the first two weeks of the order been accepted and work has not begun. If work as begun you can cancel but we will charge 50% of the price quoted.
6. You can cancel any order prior to any work commencing within 14 days of the order has been accepted and work has not begun and you do not need to give us any reason — if work has not begun on your project and a request for the deposit has been made but it was not paid on due date despite reminding you of your order, to return our documents, settled the deposit and your legal right to cancel expired and you wish to cancel your order with us whether verbally or in writing after your legal right to cancel expired a cancellation fee will apply which is 50% of the total price of the order.
7. You can cancel any order prior to any work commencing within 14 days of the order has been accepted and work has not begun and you do not need to give us any reason — if work has not begun on your project and a request for the deposit has been made but it was not paid on due date despite reminding you of your order, to return our documents, settled the deposit and your legal right to cancel expired and you did not reply to our reminder whether verbally or in writing after your legal right to cancel expired we will consider that you have cancelled your order and a cancellation fee will apply which is 50% of the total price of the order.

Our contract and right

1. Girlfridayz will issue you with a service agreement including a working agreement and an order form which are part of our ordering procedure and are a written confirmation of order agreed between Girlfridayz Limited and you, that outlined the order discussed and work to be carried out by Girlfridayz Limited. A deposit payment maybe required or an upfront payment or advanced payment prior to us commencing any work on your behalf and our contract must be signed and dated prior to returning our documents to us with the deposit, upfront payment, or advanced payment agreement as well as our form sent to you or online order form to capture our payment due by debit/credit card or direct debit letter mandate returned before commencing any work for you part of our ordering procedure. We will cancel your order of services requested if you refuse to pay by direct debit, debit card, or credit card as this form of payment for services order are part of our ordering procedure and must be comply with.



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2. Girlfridayz will issue you with a service agreement including a working agreement, an order form if your order required to complete an order form. If you placed an order using your smartphone, conferencing apps (Zoom), face to face during a meeting we will confirm your order with a service agreement that include our working agreement to confirm a verbal agreement or a written agreement. Our service agreement including working agreement and order form are part of our ordering procedure. If you decide to cancel within 14 days, you do not need to return our document signed and dated. However, if you decide to cancel your order after your legal right to cancel expired and we have charge you 50% or 80% of the value of the order as per consumer law right act 2015. **If you have not returned our document signed and dated or decide not to sign the service agreement including working agreement or order forms.** These documents are a contract between yourself and Girlfridayz Limited and consist of our ordering procedure of services. We prefer them to be return to us sign and dated part of our ordering procedure. However, if you do not sign them, and used them as leverage to not pay the cancellation fee charged legally due to Girlfridayz Limited, we will present them unsigned to the small claim court because you have deliberately breached Girlfridayz Limited ordering procedure.
3. A pro-format invoice requesting the deposit payment percentage of the total price of the order requested will be sent to your designated email address provided to us to be paid prior to commencing any work.
4. You can cancel any order prior to any work commencing within the first two weeks of the order been accepted and work has not begun — if work has begun on your project and you wish to cancel a cancellation fee will apply which is 50% of the total price which equates to the value of your deposit if your cancellation right has expired. If we nearly completed your work 80% cancellation fees apply based on total price of order apply.
5. If we are in receipt of your deposit and work has begun and you wish to cancel within 48 hours of work commencing, we will not refund any deposit to you because we have started work on your project or if you want to cancel after the 48 hours elapsed and we are currently working on your project no deposit will be refunded to you as we are working on your project and a credit note will be issued to you 10% of the value of the deposit if you cancel before your legal right expire.
6. In the case of cancellation and the work has been completed, approved by you, and delivered to you the full price will be due. This applied to all online services provided by Girlfridayz.



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7. In the case of cancellation and the work has been completed, approved by you and we are waiting for full payment to be received prior to deliver the work to you and you cancelled you are required to pay the full price requested at the time of the order per consumer law right act 2015 as work has been completed and approved by you. Your right to cancel no longer apply and Girlfridayz Limited will have the right to recover any money owed through the small claim court and recharge you any court or bailiff fee incurred and charge to Girlfridayz Limited by the court. Bear in mind we may decide to refer you to our debt collection company used prior to commence court action and instruct them to add late fee to the debt owed. We will apply late fee to the debt prior to refer you to our debt collection company used that legally due if a payment requested is not made on due date.
8. Bear in mind that the consumer right act 2015 state that a business is entitled to receive an amount of money deemed sufficient to recover its profit resulting directly from cancellation. Therefore our cancellation fees of 50% or 80% is fully legally due.
9. In the case of the work has been delivered to you and you decide to cancel your order full price is due has work has been completed and approved by you no money will be returned to you because the right to cancel 14 days after delivering your service to you does not apply as we do not supply you with physical good.

Downloads

Girlfridayz supplies you with an instant download of our marketing short courses, templates, eBooks, and Playbook, you will need to confirm that you are aware that you will legally lose your 14 days right to cancel and you will need to agree to an instant download before you start downloading any contents. Hence before pressing the button “buy now” you will need to tick I agree with the Terms and conditions of our online store.

Display Ads

Once Girlfridayz has placed your ads on our site or blog you no longer have the right to cancel, you can inform us to take it down and we will do so but no refund will be issued to you. However, you can cancel within 14 days prior to us placing any ads on our site for you or after signing and dated our working agreement and service agreement has no deposit is requested and full payment is to be paid prior to us placing any ads on our site.

Renewal of ads placement after the 90 days elapsed if you do not tell us to remove your ads, it will be automatically renewed after the 90 days elapsed and you will need to pay the fee requested for



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the type of ads displays you chose. Once your ad is placed, we require 1-month notice to tell us to remove it of our site.

Refund

Girlfridayz will issue you with a full refund once we are in receipt of your signed service agreement and working agreement including your deposit paid within 48 hours if required and work has not begun as you are within your right to cancel a service within 14 days which meaning you have cancelled your order with us.

if you wish to cancel within two days of us receiving your signed documents and deposit, we will issue a full refund if work has not begun. However, if you do not cancel within 2 days but cancel within the 14 days period after we received your documents and paid deposit, we will not issue you with a refund as work will have begun on your order and instead, we will issue you with a credit note which is 10% of the value of the deposit requested. if you cancel after your 14 days cancellation expired a cancellation fee of 50% will apply.

The 48hrs refund period or credit note does not apply if you paid your deposit after your 14 days legal right to cancel expired as your legal right to cancel expired and we were waiting for the deposit payment to be made prior to commencing on your project.