

## REFUND AND CANCELLATION POLICY

LAST MODIFIED: FEBRUARY 06<sup>TH</sup>, 2020 [PAGES 1–3]

BW Consulting (Blue White)  
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### A) REFUNDS

This policy should be read in conjunction with our Terms and Conditions. In the event of a conflict between this policy and our terms and conditions, our terms and conditions will apply.

The following terminology applies to this Refund & Cancellation Policy: "Client", "You", "U", and "Your" refers to you, the person accessing this website and accepting the Company's Refund & Cancellation Policy. "BW", "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", "We", "You", "Your", or "Us", refers to both the Client and ourselves, or either the Client or ourselves.

We ask that you follow these guidelines to help us process your return as quickly and efficiently as possible:

1. Please keep your "membership/member paid plans or meeting/training/session scheduled" confirmation email. This confirms your original request and gives us the necessary details to authorise the refund.
2. Make your request by contacting our office at [bw@bluewhiteconsulting.eu](mailto:bw@bluewhiteconsulting.eu). Subject heading **and** email content **must** read: "Dear BW, I am not content with my BW experience, and would like a refund please, thank you so much." Following the previously stated, we ask for a detailed explanation as to how the experience and services rendered were not complete as offered by BW, and what would make them so.
3. We will then assess and process your refund request.

Our Returns policy is quite straightforward but there are several conditions that we ask our clients to comply with before applying:

4. It is your responsibility to request a refund.
5. If you have not requested a refund within seven (7) days of the date of Service provided (scheduled meeting/session/training/monthly member plans, etc.) &/or Product/Service delivered (business report, market study, training material, consultation answer, etc.), we will have assumed that you are fully content with us, and we will not authorise a refund.
6. By accepting a refund, you warrant to us that you have (i) not shared any digital/hard copies of the relevant content with any other person and (ii) deleted or destroyed all digital/hard copies of the relevant content that you have in your possession, downloaded from or otherwise accessed on the Website, or sent to you by other means.
7. We assess, process, and answer back to the refund request within 7 working days of the request being received by us.

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8. We refund the payment according to how the original purchase was made and aim to do so within 7 working days of the request being approved by us.
9. For our monthly plan-based services, we will only be able to refund the last payment linked to your membership.
10. Gift codes and custom orders are non-refundable and non-exchangeable.

If you have any questions about our Refund Policy please email us at [bw@bluewhiteconsulting.eu](mailto:bw@bluewhiteconsulting.eu)

We reserve the right to refuse a refund if:

- you placed an order after having requested a refund in the past;
- your payment is linked to chargeback or dispute attempts;
- you used any BW Consulting website link after requesting a refund;
- you requested any BW Consulting service after requesting a refund;
- we have strong reason to believe that you have shared your Membership Profile, the download link(s), or your access credentials with other people, e.g. if there have been access attempts from many different locations;
- you provide intentionally misleading information, e.g. reporting the payment as fraudulent despite having an active Membership Account with BW Consulting.

### B) CANCELLATION

You have a right to cancel a contract with us for digital content within seven (7) days. Where you have purchased digital content, the statutory cancellation period will expire after 7 days from day of the formation of the contract or at the time that you download or we email a link for access to the content or otherwise access the content. The day of the formation of the contract will be the day that we send our confirmation email. To exercise the right to cancel, you must inform us, BW Consulting, e-mail [bw@bluewhiteconsulting.eu](mailto:bw@bluewhiteconsulting.eu), of your decision to cancel this contract by a clear statement. You may use the cancellation form attached, but it is not compulsory. To meet the cancellation deadline it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### C) EFFECT OF CANCELLATION – SERVICES

If you supply notice of cancellation to us during the cancellation period and the services have not commenced then we will refund the price paid for such services to you.

If you have requested that we begin performance of services during the cancellation period of 14 days, you agree to pay us a proportionate amount for the services which we have supplied up to receipt of your notice of cancellation. If the services have been completed before you supplied notice of cancellation then you will remain liable for the full cost of the services supplied.

Cancellation Form

You can use the following cancellation form:

To: BW Consulting (contact details found on first page of present Policy).

I/We hereby give notice that I/We cancel my / our contract of sale of the following sale of the following goods / for the supply of the following service:

Ordered on [ ] / received on [ ]:

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.....

Name of consumer(s):

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E-mail address of consumer(s):

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Detailed explanation for reason of refund request, from consumer(s):

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The END.