

Cancellation Policy

We understand that from time to time you may find it necessary to cancel a search after it has been ordered. We want to make cancelling as simple and straightforward as possible for you and have drawn up this policy to clearly outline the steps to take.

If you have any questions about making a cancellation please contact our customer services team on 02920 442 716

Drainage and Water Searches

As soon as you realise that the search is no longer required, please let us know by calling 02920 442 716.

We will stop working on your search and the order will not be completed or despatched to you.

Depending on your original payment method we will either credit your account or issue a refund of any payment made. In order to refund payments made by bank transfer (BACS) we will ask for a copy of your company bank details on headed paper to be sent to us prior to a refund being issued.