



## Refund Policy – Tender Library Software - 30 Day Money Back Guarantee

Your purchase of the Tender Library Software is backed by our 30-day money-back guarantee. If you are not satisfied with your purchase of our Tender Library Software, we will gladly issue a full refund. We develop and sell Tender Library and it is a system both we use ourselves and a large amount of our clients have used for nearly 10 years. That is why we are confident in offering our product with this special money back guarantee. To submit your refund request, simply contact us with your purchase details within 30 days of your purchase. Please include your order/invoice number and tell us why you are requesting a refund. We take customer feedback very seriously and use it to constantly improve our products and quality of service. Refund requests are processed within 10 days.

**Important Note:** Refund orders are processed at the sole discretion of our company. Thornton & Lowe shall, in its sole discretion, determine whether all requirements for the refund request have been satisfied and may terminate or modify the 30-day money back guarantee program on a prospective basis at any time. The act of submitting a refund request does not ensure that a refund will be issued.

### Before Requesting for Refund

If you're having any problems using our software, please contact us and take advantage of our friendly and experienced support. Our support team is always ready to answer any questions you may have about the Tender Library software to make sure you can get the most out of it. Email: [tenderlibrary@thorntonandlowe.com](mailto:tenderlibrary@thorntonandlowe.com) for advice or to book in a call.

### Refund Policy

#### 1. Time limit for refund requests and grounding reasons

If you have problems getting Tender Library Software to work, we will be happy to provide a full refund within 30 days since the purchase. After 30 days, no refunds will be given.

Refund requests can be submitted to [tenderlibrary@thorntonandlowe.com](mailto:tenderlibrary@thorntonandlowe.com). You should accompany your request with detailed and grounded reasons why you apply for a refund.

Please make sure your request does not contradict our Refund Policy.

#### 2. Processing Refund requests

Once we get your request, we will send you an email to notify you that we have received it and we will also notify you of the approval or rejection of your refund.

##### 2.a. User's responsibility

Before a refund is granted, you must allow us to try and help solve any problem you have by contacting us with your support request.

Please give it 24-48 hours for our Support Team to get back to you on your support requests.

##### 2.b. Illegitimate refund requests

Refunds will not be granted if you simply decide not to use the purchased software license. We stand behind our software products and will assist you in solving any problem you have, but we also expect you to adequately understand what you are purchasing and why.

##### 2.c. Incompatibility with third-party products or software

Please note that we do not bear any responsibility and therefore we do not satisfy any refund requests based on incompatibility of our products with some third-party software. We don't guarantee that our products are fully compatible with any third-party programs and we do not provide support for third-party applications.

Our Support Team is always eager to assist you and deliver highly professional support in a timely manner.

#### 3. Payment of refunds

In case your request is judged grounded, then your refund will be processed, and a credit will automatically be applied to your original method of payment, generally within 10 working days since your request has been approved. A fee of, £125 will be deducted from the refund amount as setup charges.

#### 4. Late or missing refunds (if applicable)

- If you haven't received a refund yet, please let us know by emailing [accounts@thorntonandlowe.com](mailto:accounts@thorntonandlowe.com)
- Please also check your bank account again.
- Contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please let us now and we will do everything we can on our side - [hello@thorntonandlowe.com](mailto:hello@thorntonandlowe.com)