

Mayflower Disclosure Services Ltd Cancellation policy

Cancellation can be made via telephone 01722 658 035 or via the "Contact Us" Form on our website. We are open Monday to Thursday 9:00 am to 5:00 pm, Friday 9:00 am to 4:00pm (except on UK public holidays). We reserve the right to process and charge in full for any disclosures unless we have **received** notice of cancellation **before** submission to the DBS/Disclosure Scotland. If, for any reason, you are not able to reach us by telephone, please submit a message to us via the Contact Us Form to ensure your cancellation request is received.

Any payments you have made for disclosures that have been **properly** cancelled will be re-credited to you. Despite the above provision, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent. If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for re-credit to your card.

We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service as a result of a breach of any obligation under these terms, such termination would be immediate and without notice.