

REFUND & CANCELLATION POLICY

Last updated: 1 September 2026

This Refund & Cancellation Policy explains how cancellations and refund requests are handled for Kerriveo services. It should be read alongside the Kerriveo Terms & Conditions and does not limit any statutory rights a client may have under UK consumer law.

1. Before Work Begins

If a client cancels before Kerriveo has begun work, any refund will be assessed according to the circumstances, including any statutory cancellation rights and any costs already reasonably incurred in preparing for the project.

Kerriveo will not apply a blanket 'no refunds in any circumstances' rule where doing so would conflict with the client's legal rights.

2. Deposits & Advance Payments

A deposit may be requested to reserve project time and contribute towards initial administration, planning or work.

If the client cancels, Kerriveo may retain or recover only an amount that is fair and lawful in the circumstances, taking account of work already performed, costs reasonably incurred and direct loss caused by the cancellation.

A deposit or advance payment will not automatically be treated as non-refundable in every circumstance. Any amount retained must not be excessive or operate as an unfair cancellation penalty.

3. 14-Day Cancellation Rights for Consumers

If a client is acting as a consumer and enters into a service contract online, by telephone or otherwise at a distance, a statutory 14-day cancellation period will normally apply unless an exception applies.

The cancellation period for a service contract normally starts when the contract is entered into.

A consumer does not normally need to give a reason for cancelling during the applicable statutory cancellation period.

Where these statutory rights apply, Kerriveo will provide the required cancellation information and will honour them.

4. Starting Work During the 14-Day Period

A client may want Kerriveo to begin work immediately rather than waiting for the applicable 14-day cancellation period to end.

Where legally required, Kerriveo will obtain the client's express request before beginning the service during that period.

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If the client then cancels during the cancellation period, Kerriveo may be entitled to payment for the proportion of the service properly supplied up to cancellation, where the legal requirements for charging that amount have been met.

If a service is fully performed during the cancellation period following the client's express request and the required acknowledgement, the statutory right to cancel may end once the service has been fully performed.

5. Cancellation After Work Has Started

If a client cancels after work has started, Kerriveo will assess the project fairly.

Any amount payable or retained may reflect work already completed, reasonable costs already incurred and direct losses resulting from the cancellation, subject to applicable law.

Kerriveo will not seek to recover the same loss twice or impose a disproportionately high cancellation charge.

6. Completed or Delivered Services

Once an agreed service has been fully completed and supplied, a refund is not automatically due simply because the client changes their mind.

This does not affect the client's rights where a service has not been supplied with reasonable care and skill, does not conform to the contract, or another statutory remedy applies.

7. Digital Products & Downloadable Content

Different cancellation rules may apply to digital content supplied immediately, such as downloadable digital products.

Where applicable, Kerriveo will obtain the consumer's express agreement to immediate supply and acknowledgement of any resulting loss of the statutory cancellation right before the download or supply begins.

This section does not remove rights relating to faulty or non-conforming digital content.

8. Bespoke & Personalised Work

Many Kerriveo projects are created specifically for an individual client's business. The fact that work is bespoke may affect what can reasonably be reused or resold and may therefore be relevant when assessing cancellation losses.

However, describing a service as bespoke does not by itself remove statutory rights that apply to the service contract.

9. If Kerriveo Cancels

If Kerriveo has to cancel a project for reasons that are not the client's fault, the client will normally receive a refund of sums paid for services that have not been supplied, subject to the circumstances and applicable law.

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If a project is ended because of a serious breach by the client, such as material non-payment, unlawful instructions or abusive or threatening conduct, any refund or outstanding balance will be assessed fairly according to work completed, costs incurred and applicable rights.

10. Problems With the Service

If a client believes that Kerriveo has not provided the agreed service with reasonable care and skill or that the work does not match what was agreed, they should contact Kerriveo as soon as possible.

Where the client has a legal right to repeat performance, a price reduction, refund or another remedy, Kerriveo will deal with the matter in accordance with applicable consumer law.

11. Monthly & Ongoing Services

For monthly or ongoing services, any cancellation notice period, minimum term or renewal arrangement will be stated before the service begins.

Any cancellation requirement will be intended to be reasonable and transparent. Refunds for amounts paid in advance will be assessed according to the service already supplied, the agreed terms and applicable consumer rights.

12. Third-Party Costs

Payments made directly to third parties, including domain registrars, website hosting companies, advertising platforms, premium applications, booking providers or other external services, are subject to the third party's own cancellation and refund terms.

Where Kerriveo has purchased a third-party item specifically for a client, any recoverable or non-recoverable cost will be explained and taken into account fairly when a refund is calculated.

13. How to Cancel or Request a Refund

Clients should contact Kerriveo in writing by email or another agreed written communication method and clearly state that they wish to cancel or request a refund.

Where statutory cancellation rights apply, a client may use any cancellation method permitted by law. Kerriveo will not require an unnecessarily difficult cancellation process.

Please include the client's name, business name where applicable, the service or project concerned and enough information for Kerriveo to identify the agreement.

14. Refund Timescales

Where a refund is due, Kerriveo will process it without undue delay and within any statutory deadline that applies.

Where possible and appropriate, refunds will be made using the original payment method unless another method is agreed.

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15. Statutory Rights

Nothing in this policy excludes, restricts or replaces statutory rights that cannot lawfully be excluded.

If any part of this policy conflicts with mandatory consumer law, the client's statutory rights will take priority.

16. Changes to This Policy

Kerriveo may update this policy for future transactions to reflect changes to its services, business practices or legal requirements. The current version will be made available through the Kerriveo website.

Contact Kerriveo

For cancellations, refund requests or questions about this policy, please contact Kerriveo using the contact details provided on the Kerriveo website.

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kerriveo.co.uk