

UK Refund and Cancellation Policy

TheWebClub.org

Last updated: 09 September 2026

1. Who This Applies To

This policy covers refunds and cancellations for both our standard (invoiced) projects and our **Fast Track** service, paid upfront online via Stripe, for our **business clients**.

2. Business Clients Only

TheWebClub.org provides Services on a business-to-business basis only (see our Terms and Conditions, clause 13.1), and by engaging us you confirm you are contracting for purposes related to your trade, business, craft or profession. The statutory cancellation rights in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 — including the 14-day cooling-off period — therefore do not apply, and cancellation/refund terms are governed by contract, as set out below. If, exceptionally, you are in fact contracting as a consumer, those statutory rights cannot be excluded and apply regardless of the rest of this policy — contact us and we will honour them.

3. Standard Projects (Invoice-Based)

3.1 Either party may cancel a project on the notice period set out in our Terms and Conditions (clause 15).

3.2 If you cancel after work has started, we will charge for the proportion of work already completed, and refund the balance of any deposit paid.

3.3 If you cancel before any work has started, any deposit paid will be refunded in full.

4. Fast Track Projects (Paid Upfront via Stripe)

4.1 Selecting Fast Track and completing payment is a **contractual instruction for us to begin — and complete — the Services immediately**. This will be made clear at checkout, and you will be asked to confirm it expressly before payment is taken.

4.2 **If you cancel before delivery:** you will be charged a fair, proportionate amount reflecting the work carried out up to the point of cancellation, and the remainder will be refunded to your original Stripe payment method within **10** business days.

4.3 **If you cancel after delivery:** because the Services will have been fully performed at your instruction, the Fast Track fee is non-refundable once the website has been delivered.

4.4 **Faulty or not-as-described work:** the above does not affect your rights if the website delivered does not match what was agreed, is not fit for purpose, or was not carried out with reasonable care and skill, under the implied terms of the Supply of Goods and Services Act 1982 (or the Consumer Rights Act 2015 where clause 2 applies). In that case, you're entitled to have the issue fixed, or a price reduction/refund if it can't be.

5. How Refunds Are Processed

5.1 All refunds for Fast Track payments are issued back to the original Stripe payment method used. We do not issue refunds by cash, bank transfer, or to a different card.

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5.2 Refunds are typically processed within **10** business days of approval, though your bank or card provider may take longer to show the funds.

5.3 Refunds for standard invoiced projects are made by bank transfer to the account the original payment was made from, unless otherwise agreed.

6. Failed Payments and Chargebacks

6.1 If a Stripe payment fails, work will not begin until payment is successfully completed.

6.2 If you raise a chargeback or dispute with your card issuer instead of contacting us directly, we reserve the right to suspend any in-progress or delivered work pending resolution, and to provide evidence of the work completed to Stripe/your card issuer as part of the dispute process. We'd always prefer you contact us first at info.thewebclub@gmail.com — most issues can be resolved faster that way.

7. Delays to Fast Track Delivery

7.1 If we fail to deliver within the 24-hour Fast Track window for reasons within our control (i.e. not caused by late content, feedback, or access from you — see Terms clause 6.2), contact us and we will either expedite delivery or offer a partial refund of the Fast Track premium, at our discretion, reflecting the delay.

8. Contact Us

To request a cancellation or refund, contact us at info.thewebclub@gmail.com or +44 7460 329 189, quoting your order/invoice reference.

TheWebClub.org, trading name of Fraser Steward.