

# Refund & Cancellation Policy

## 1. Purpose & Scope

This policy outlines the terms under which refunds and cancellations are processed for CKBR China Consultancy's service tiers. As a B2B consultancy, these terms are commercially realistic and reflect the immediate "opportunity cost" and incurred expenses associated with international business verification.

## 2. Service Tier 1: Digital “Snapshot” Services

Due to the digital nature of our bespoke "Supplier Reports," the following rules apply:

**Commencement of Work:** By purchasing a Tier 1 report, the Client expressly requests that the company begins the research immediately.

**Waiver of Cancellation:** The Client acknowledges that once research has commenced or the digital file has been delivered via email, the service is considered "fully performed".

**No Refund Rule:** No refunds are available for Digital “Snapshot” Services once the research process has started. This prevents the unauthorised acquisition of proprietary data without compensation.

## 3. Service Tier 2: Physical On-Site Checks

Physical audits involve significant logistical preparation, including pre-booked transport, accommodation, and the clearing of the operative's schedule. Cancellations for Tier 2 services are processed according to the following notice tiers:

Notice Provided	Refund Entitlement (Service Fee)	Note
7+ Days Notice	90% Refund	Minus any non-refundable travel/visa expenses.
48 Hours to 7 Days	50% Refund	Covers lost scheduling and audit preparation time.
Less than 48 Hours	No Refund	Operative is in transit.

The above table is for fixed refund amounts, however in exceptional circumstances the company will express leniency towards the rule.

## 4. Non-Refundable Expenses

Regardless of the cancellation timing, the Client remains liable for all Third-Party Costs already incurred by the company in preparation for a physical audit. This includes, but is not limited to:

- Pre-booked high-speed rail or flight tickets.
- Non-refundable hotel bookings.
- Visa processing fees or local permit costs.

The Client acknowledges that Tier 2 services involve the booking of third-party contractors. Once a Third-Party Field Partner has been instructed and their schedule cleared, their professional fees become **non-refundable** in accordance with their specific terms of engagement. These costs will be passed through to the Client regardless of the cancellation notice period provided to the company.

**Third-Party Evidence:** The company will provide receipts or proof of non-refundability upon written request.

## 5. China-Specific "Force Majeure"

If an audit cannot be performed due to circumstances beyond the company's control, including local government restrictions, unsafe conditions for personnel, sudden factory closures, or "Acts of God" (for example, extreme weather), the following applies:

- The company will make reasonable attempts to reschedule the audit at no additional service cost.
- Any incurred travel or third-party costs associated with the aborted visit remain the responsibility of the Client.

In the event that a Tier 2 (Physical) On-site Audit cannot be conducted due to the supplier or factory denying access to the operative, or due to Force Majeure events within the PRC, the service shall be deemed 'Partially Fulfilled.' The company shall retain the portion of the fee equivalent to a Tier 1 (Digital) Standard Report plus any incurred travel or logistical expenses. The remaining balance shall be credited or refunded to the Client. The company is not liable for the supplier's refusal to grant access.

## 6. Report Accuracy Disputes

**Verification Window:** Upon delivery of a Digital Snapshot, the Client has 72 hours (3 business days) to raise any queries regarding the clarity or completeness of the data. For reports exceeding 50 pages or delivered during a UK/China public holiday period, this window shall be extended to 7 business days upon written request.

**Basis of Dispute:** Disputes must be based on a failure to meet the specific scope defined in the SOW. A dispute cannot be raised based on the content of the findings (e.g., if a factory is found to be non-compliant, this is a successful verification, not a "faulty" service).

**Third-Party Data:** As defined in our Limitation of Liability Policy, CKBR is not responsible for fraudulent data provided by suppliers or inaccuracies in official Chinese registries. A discrepancy between a Snapshot and reality caused by third-party deception is not grounds for a refund.

**Finality:** If no dispute is raised within 72 hours, the service is deemed accepted, and the right to any subsequent refund or credit is waived.

## 7. Suspension for Non-Payment

**Right to Suspend:** If any invoice (including travel deposits for Tier 2 services) remains unpaid past the due date, the company reserves the right to immediately suspend all active research and field operations without notice.

**"Stop the Clock":** Any delivery deadlines or "Time is of the Essence" clauses in the SOW are automatically paused during a period of suspension. The company is not liable for any losses or delays caused to the Client's supply chain due to such a suspension.

**Third-Party Contractor Impact:** If a Physical On-Site Check is suspended due to non-payment, any non-refundable costs incurred with our Authorised Field Partners remain the sole liability of the Client.

**Reactivation Fee:** The company reserves the right to charge a £50 (+VAT) reactivation fee to cover the administrative cost of rescheduling suspended audits or re-opening digital research files. Work will only resume upon receipt of this fee and clearance of the outstanding invoice.

## 8. Processing of Refunds

**Method:** All approved refunds will be processed via the original payment method (e.g., Stripe, bank transfer).

**Timeline:** Refunds are typically issued within 14 business days of approval.

**Fees:** The Client is responsible for any currency conversion fees, bank charges, or transaction fees deducted by payment processors during the refund process. If the original payment was made in a currency other than GBP, the refunded amount will be calculated at the exchange rate applicable on the date of refund, and any shortfall due to currency fluctuation shall be borne by the Client.

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## Version History

Version	Date	Description of Changes
v1.0	01/03/2026	Initial Release
v1.1	09/03/2026	Updated "Report Accuracy Disputes", "Suspension for Non-Payment", and "Processing of Refunds" sections.

**Next Expected Review : March 2027**