



### **Cancellations and Refund Requests:**

Member satisfaction is important to us, and we understand that our service will not suit all clients needs. Accordingly, all subscribers to Stock Specialist are entitled to a 10-day cooling off period, after purchase.

If anytime during the cooling period you decide to cancel with us at the Stock Specialist, and you find that the product or service does not fulfil your requirements, a dated email must be sent expressing your dissatisfaction with either the product or the service.

In exceptional circumstances, Stock Specialist may extend the cooling off period beyond the default 10 days, in writing to the member. If a refund is requested during the cooling off period, the request is reviewed, it will be honoured and actioned

Stock Specialist will review and revert within 14 days on refund requests.

Members renewing their membership with Stock Specialist are not eligible for refund.