

Effective Date: 15 June 2025

1. CORE PRINCIPLES

- Free trials are not available.
- Partial refunds are issued only under specific conditions.
- Refund requests for task packs must be submitted within 14 days of purchase.
- All approved refunds will be processed within 5–10 business days.

2. TASK PACKS

Tasks Used	Refund Eligibility	Time Frame
0 tasks used	100% refund	Anytime
1 task used	50% refund	Within 14 days of purchase
2+ tasks used	Not eligible for refund	N/A

Example: For a £35 Mini Pack (3 tasks), if one task has been used, the eligible refund amount is £17.50.

3. SUBSCRIPTIONS

Timing	Refund Policy
Prior to billing period commencement	Full cancellation (no charge)
After billing period commencement	Non-refundable

Upon cancellation, your service will remain active until the end of the current billing period.

Billing discrepancies will be reviewed and addressed individually.

4. REFUND REQUEST PROCEDURE

- Contact us via WhatsApp at +44 7516695644.
- Provide the following details:
 - For task packs: Date of purchase and number of tasks utilized.
 - For subscriptions: Invoice ID.
- Your request will be verified within 48 hours.
- Once approved, the refund will be processed within 5–10 business days.

5. NON-REFUNDABLE ITEMS

- Urgent or complex tasks once work has commenced
- Third-party expenses (including booking fees and external subscriptions)

- Digital products (such as templates and reports)
- Subscription periods with any task usage
- Completed standard tasks

Contact Information

For refund enquiries: help@sor7ed.com

For billing issues: billing@sor7ed.com

WhatsApp: +44 7516695644

Note: For questions regarding this refund policy, please contact us directly via WhatsApp or email. We strive to respond to all enquiries within 48 hours.