BEFORE YOU SIGN

# Refund Policy

Last updated 20 November 2026

How refunds work for Before You Sign: The Builder Quote Kit and its two add-ons.

**THE SHORT VERSION**

- **7-day money back on the kit.** Put your quotes into the Quote Comparison Sheet. If it doesn't show you anything you'd have missed, email me the filled-in sheet within 7 days of buying and I'll refund you in full.
- A file won't open? Email me and I'll send you a new copy.
- A file is faulty? I'll fix it, replace it or refund you.

## 1 My 7-day money back

This is my own offer, on top of your legal rights.

1. Within 7 days of buying the kit, put your builders' quotes into the Quote Comparison Sheet.
2. If it doesn't show you anything you'd have missed, email me at beforeyousignkit@gmail.com from the email address you bought with, and attach your filled-in sheet. Your email needs to reach me within 7 days of your purchase.
3. I'll reply within 3 working days. Your refund goes back to the card or account you paid with, through Whop. Your bank may take up to 10 working days to show it.

### What's covered

- the full price of the kit, £47
- any add-on you bought within the same 7 days, £9 each

The money back is available once per customer. When you're refunded, your access to the files ends, and please delete any copies you've downloaded.

## 2 Add-ons bought on their own

The 7-day money back works through the kit's Quote Comparison Sheet, so it doesn't cover an add-on bought without the kit. Your rights for faulty files (section 4) still apply.

## 3 If a file won't open

Email me and I'll send you a new copy. The spreadsheets work in Microsoft Excel and Google Sheets, and other spreadsheet apps may not show every feature.

## 4 If a file is faulty

Under the Consumer Rights Act 2015, digital content must be as described, fit for purpose and of satisfactory quality. If a file isn't, I'll fix or replace it. If I can't, or can't do it within a reasonable time and without causing you significant inconvenience, you're entitled to some or all of your money back.

## 5 Your 14-day right to cancel

For digital downloads, the usual 14-day right to cancel ends once the download or access begins, if you agreed to that before buying. You agreed to it when you accepted my Terms of Sale at checkout. This doesn't affect anything above.

## 6 How to reach me

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|---|---|
| EMAIL | beforeyousignkit@gmail.com |
| ADDRESS | c/o WeWork Dalton Place, 29 John Dalton Street, Manchester, M2 6FW |