

U-HR Refund Policy

Last updated: November 2025

Introduction

This Refund Policy applies to all digital products, HR templates, downloads, and consultancy services provided by U-HR (“we”, “us”, “our”).

By purchasing products or services from U-HR, you acknowledge and agree to the terms of this Refund Policy.

1. Digital Templates and Downloadable Products

All downloadable products and HR templates purchased through our website are **non-refundable**.

Due to the nature of digital content, once a file or template has been accessed, downloaded, or delivered, we are unable to offer refunds under any circumstances, including but not limited to:

- Change of mind
- No longer requiring the product
- Purchased in error
- Product not suitable to your business needs

Please ensure you read the product description before purchasing.

2. HR Services, Consultations & Retainers

All HR services, consultations, retainers, and bespoke work booked through U-HR are **non-refundable** once payment has been made.

This includes, but is not limited to:

- 1:1 HR consultation sessions
- HR document creation or review
- Policy drafting
- Employee relations advice
- Ongoing support retainers

If you need to reschedule a consultation, please contact us in advance and we will do our best to accommodate a new date. Cancellations are not refundable.

3. Exceptional Circumstances

Refunds or credits may only be considered in rare and exceptional cases, including:

- Duplicate payment errors
- Technical delivery failures on our side
- Incorrect product sent

Requests must be submitted in writing within **7 days of purchase** and will be reviewed at the discretion of U-HR.

4. Statutory Rights

This Refund Policy does not affect your statutory rights.

Under UK consumer law, **digital downloads and customised services are exempt from the 14-day cooling-off period** once the file has been accessed or work has begun.

5. Contact Us

If you have any questions about this Refund Policy, please contact:

U-HR

✉ info@u-hr.co.uk