

Refunds Policy

Last Updated: 25/03/2022

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POLICY SUMMARY

Pixel Networks Group Ltd is a company incorporated in England & Wales. Our company number is: 12915538 and our Registered Address is: Suite A, 82 James Carter Road, Mildenhall, Suffolk, IP28 7DE.

We are also registered with the ICO. Our Data Protection Number is: ZB270917.

For more information, please email our Compliance Team at compliance@pixelnetworks.co.uk – for all other queries please email assistance@pixelnetworks.co.uk or open a ticket via Pixel+.

Refunds Policy

We'd like to thank you for choosing Pixel Networks.

If, for whatever reason, you're not happy with the service you've received, we ask that you review this policy regarding refunds. The following terms are applicable for any products/services you've purchased.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Pixel Networks Group, Suite A, 82 James Carter Road, Mildenhall, Suffolk, IP28 7DE.

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Website.

Website refers to Pixel Networks, accessible from <https://pixelnetworks.co.uk>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Order Cancellation and Refund Rights

Due to the digital nature of the services we provide, we are unable to provide refunds on any cancellations or service as we have provided the service and allocated said service to you for the duration of the contract.

If you are not happy with your order, we ask that you give us the chance to make it right. In circumstances where the issue cannot be fixed for whatever reason, we will provide a refund as Account Credit.

In order to exercise your right of cancellation, you must inform us of your decision by means of a clear statement. You can inform us of your decision by:

By email: assistance@pixelnetworks.co.uk

By visiting this page on our website: <https://pixelnetworks.co.uk/contact>

By opening a ticket on Pixel+