

WorldPay Refund Policy

Refund Policy for WorldPay Payments

We have selected Worldpay to manage the processing of online payments. Worldpay are trusted and utilised by thousands of businesses, big and small, in nearly all parts of the world and are recognised as a secure and easy-to-use payment solution over the internet. We accept all types of Visa and MasterCard.

I've paid the wrong amount can I have a refund?

If you need any assistance with a payment you have made, please contact us on 02380 220317 option 7 for further information. If a payment has been made in error, please contact Julian Titt on 02380 213749 or accounts@abels-solicitors.co.uk.

How long does a refund take?

When you cancel your payment, we will refund your account as soon as we've processed your cancellation, although this can take up to 10 working days to show in your bank or credit account. Alternative Payment Methods can take longer. When a payment has reached the REFUNDED (OR REFUNDED BY MERCHANT) status it indicates that the issuer is processing the refund and the customer will receive it. You may be asked for bank account details for a direct deposit refund for smaller value amounts or to simplify the refund process.

What if my card is refused?

Cards are not refused by our organisation but by your bank or card issuer. There could be many reasons this may happen and we suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

Can I have a receipt?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display on your unique transaction number. You will also receive an email confirming the payment has been successful.