



REFUND POLICY

The policy covers where a payment has clearly been made to us in error. No refunds will be made for card payments made over the phone or through the website (including but not limited to recurring payments), where made in line with your IVA arrangements or any authorised amendments thereto. We aim to refund the claimant within 3-5 working days of the request, which must be in writing, where the refund is accepted and we are in receipt of cleared funds.

The fees for acting as Nominee (including the preparation of the proposal) and Supervisors will be detailed in, and form part of, your proposal and will be drawn from the funds paid into your IVA. They will therefore be subject to the approval of your creditors. There are no upfront fees. Your first payment will be due in the 28 days after the IVA has been approved. Refunds do not apply as we do not take any upfront fees. You are free to cancel at any point during the IVA. Any fees paid after approval of the IVA are non-refundable. There is no cancellation fee.

If you wish to request a refund, please email info@anchoragechambers.co.uk.