



SBCC Refund and Cancellation Policy for Digital Contracts and Guides

1. Overview

This policy applies to all digital download products sold by Scottish Building Contract Committee to customers in the United Kingdom. It is designed to comply with the Consumer Rights Act 2015, the Consumer Contracts Regulations 2013, and the Digital Markets, Competition and Consumers Act 2024.

2. No Automatic Right to Cancel

Under UK law, consumers do not have an automatic right to cancel a purchase of digital content once the download or streaming has begun, provided they have given their consent and acknowledged this condition before completing the purchase.

3. When Refunds Are Available

In accordance with your statutory rights you are entitled to a refund if:

- The digital product is faulty (e.g. it does not work as described or is corrupted).
- The product is not as described or does not match the information provided at the time of purchase.
- The product fails to perform as expected or advertised.

In these cases, we will offer:

- A repair or replacement, or
- A full or partial refund, depending on the circumstances.

4. How to Request a Refund

To request a refund, please contact us at info@sbcconline.com within 14 days of purchase.

Include:

- Your order number
- A description of the issue
- Any relevant screenshots or error messages

5. Exceptions

Refunds will not be granted if:

- You have already started downloading or streaming the product and agreed to waive your cancellation rights.
- You simply change your mind after the download has begun.

6. Processing Time

If your refund is approved, it will be processed within 14 days of confirmation.
Refunds will be issued to the original payment method