Cancellation and Refund Policy

Effective date: 1st November 2026

Blink Global Services Limited (company number 16703364), registered in England and Wales. Registered office: The Barns, Caverswall Common, Caverswall, Stoke-on-Trent, Staffordshire ST11 9EU. Trading address: Unit 6b, Phoenix Works, 500 King Street, Stoke-on-Trent, Staffordshire ST3 1EZ. Telephone: 01782 939079. Email: hello@blinkdigital.uk. Website: www.blinkdigital.uk.

1. Consumer cooling-off period

If you are a consumer buying services online, you generally have 14 days from the day after the contract is made to cancel without giving a reason. If required cancellation information was not supplied, the statutory period may be extended. Send a clear statement to hello@blinkdigital.uk or our trading address before the deadline.

2. Early commencement

If you expressly request services to begin during the cancellation period and cancel before completion, we may charge a proportionate amount for services actually supplied where legally permitted. No such charge applies where required information or express request was not obtained. The cancellation right ends on full performance only with the required express request and acknowledgement. Digital content supplied without a tangible medium has separate consent, acknowledgement and confirmation requirements before the cancellation right can be lost.

3. Refund timing

For valid statutory cancellation we refund payments due within 14 days of being informed of cancellation, using the original payment method unless you expressly agree otherwise, without fees. Lawful proportionate deductions may apply. Promotional prices do not remove statutory rights.

4. Business orders

Business customers have no general statutory cooling-off right. Requests to cancel before or during delivery are assessed under the agreed contract. We may retain or recover reasonable amounts for work performed, committed non-recoverable costs and other lawful contractual losses, taking account of savings and mitigation. Any balance due is refunded. Fixed-term commitments remain subject to agreed terms and applicable law.

5. Recurring and prepaid services

Monthly rolling services require 30 days’ written notice unless otherwise agreed or statutory rights apply. Fixed-term and prepaid packages end at the agreed expiry and do not automatically renew unless separately agreed. Unused time is not automatically refundable merely because a business customer chooses not to use the service; contractual and statutory remedies remain available.

6. Faulty or undelivered services

Consumers retain rights under the Consumer Rights Act 2015, including reasonable care and skill, repeat performance and appropriate price reduction. Where we cannot supply an accepted order, we will provide the refund or other remedy required by law. Report problems promptly so we can investigate.

7. Model cancellation form

To Blink Global Services Limited, Unit 6b, Phoenix Works, 500 King Street, Stoke-on-Trent, Staffordshire ST3 1EZ; hello@blinkdigital.uk. I/We hereby give notice that I/we cancel my/our contract for the supply of the following service: [service]. Ordered on: [date]. Name: [name]. Address: [address]. Signature (only if sent on paper): [signature]. Date: [date]. You may use this form but it is not obligatory.