

# FAST LEDGER LIMITED

## CANCELLATION AND REFUND POLICY

*Version 1.0 | Effective Date: 22nd April 2026*

### 1. INTRODUCTION AND SCOPE

1.1 This Cancellation and Refund Policy ("Policy") sets out the terms on which Fast Ledger Limited ("Fast Ledger", "we", "us" or "our"), registered at Unit 30 The Business Village, Wexham Road, Slough, England, SL2 5HF, manages cancellations, renewals and refund requests in connection with subscriptions to the Fast Ledger platform (the "Platform").

1.2 This Policy should be read in conjunction with our Terms and Conditions of Service, which govern the broader contractual relationship between Fast Ledger and its Customers. Unless otherwise defined, capitalised terms used in this Policy bear the meanings given to them in the Terms and Conditions of Service.

1.3 The Platform is a business-to-business service. By subscribing to the Platform, you confirm that you are acting in the course of your trade, business or profession and are not acting as a consumer within the meaning of the Consumer Rights Act 2015. To the extent any Customer is in any doubt as to their status, they are advised to seek independent legal advice.

### 2. FREE TRIAL

2.1 Fast Ledger offers a free trial period prior to the commencement of any paid Subscription (the "Free Trial"). The duration of the Free Trial applicable to your Subscription is communicated at the time of registration.

2.2 The purpose of the Free Trial is to provide Customers with a full and meaningful opportunity to evaluate the Platform and its features before committing to a paid Subscription. Customers are strongly encouraged to make full use of the Free Trial period for this purpose.

2.3 No payment is taken during the Free Trial period. Upon expiry of the Free Trial, the Customer's account will either: (a) convert automatically to a paid Subscription, where the Customer has provided valid payment details; or (b) be deactivated, where no payment details have been provided. The Customer will be notified of the applicable conversion process at the time of registration.

2.4 Fast Ledger reserves the right to modify, limit or withdraw the Free Trial offering at any time without notice.

### 3. NO-REFUND POLICY

3.1 All Fees paid to Fast Ledger in connection with a paid Subscription are strictly non-refundable. This no-refund policy applies regardless of: (a) whether the Customer has made use of the Platform during the relevant Subscription Period; (b) whether the Customer has used some but not all features of the Platform; (c) whether the Customer has decided that the Platform does not meet its needs; or (d) any other reason.

3.2 The no-refund policy is justified by the availability of the Free Trial, which provides Customers with a full opportunity to evaluate the Platform prior to committing to a paid Subscription. By subscribing to a paid plan, the Customer acknowledges that it has made use of, or had the opportunity to make use of, the Free Trial and is satisfied that the Platform meets its requirements.

3.3 No exceptions to the no-refund policy will be made save as expressly provided in Clause 5.3 of this Policy or as required by applicable law.

## **4. SUBSCRIPTION CANCELLATION**

4.1 A Customer may cancel its Subscription at any time during the Subscription Period by:

- (a) using the cancellation function available within the account settings section of the Platform; or
- (b) sending a written cancellation request to Fast Ledger at support@fastledger.co.uk, clearly identifying the account to be cancelled.

4.2 Cancellation requests must be received by Fast Ledger at least one (1) Business Day before the renewal date of the applicable Subscription Period in order to take effect before the next renewal charge is applied.

4.3 Where a valid cancellation notice is received in accordance with Clause 4.2, the cancellation will take effect at the end of the then-current Subscription Period. The Customer will retain access to the Platform until the end of that period, after which access will cease. No refund or pro-rata credit will be issued in respect of any unused portion of the Subscription Period.

4.4 Where a cancellation notice is not received in sufficient time before the renewal date, the Subscription will automatically renew for a further Subscription Period and the applicable Fees will be charged. No refund will be issued in such circumstances.

## **5. SUBSCRIPTION RENEWAL**

5.1 Unless cancelled in accordance with Clause 4, Subscriptions will automatically renew at the end of each Subscription Period for a further period of the same duration, at the then-current applicable Fees. Fast Ledger will endeavour to send a renewal reminder to the email address registered to your account not less than fourteen (14) days before the renewal date.

5.2 It is the Customer's responsibility to ensure that: (a) the email address registered to its account is kept up to date; and (b) valid payment details are maintained within the account settings. Fast Ledger accepts no liability for any failure by the Customer to receive renewal reminders due to outdated contact details or misdirected email communications.

5.3 Fast Ledger Termination for Convenience. In the event that Fast Ledger exercises its right to terminate this Agreement for convenience under Clause 20.3 of the Terms and Conditions of Service, Fast Ledger will refund to the Customer a pro-rata portion of any Fees paid in advance for the unexpired portion of the then-current Subscription Period. This represents the sole circumstance in which a refund will be issued.

## **6. DATA EXPORT AND ACCOUNT CLOSURE**

6.1 Following cancellation or termination of a Subscription, the Customer will have a period of thirty (30) days to export its Customer Data from the Platform. Fast Ledger will use commercially reasonable endeavours to ensure that Customer Data is available for export during this period.

6.2 Following the expiry of the thirty (30) day export window, Fast Ledger will delete or anonymise Customer Data in accordance with the Terms and Conditions and Privacy Policy, subject to any legal obligation to retain such data for a longer period.

6.3 Fast Ledger strongly recommends that Customers export and retain a copy of all Customer Data prior to cancellation. Fast Ledger accepts no liability for the loss of Customer Data following the expiry of the export window.

## **7. CHARGEBACKS AND PAYMENT DISPUTES**

7.1 If you believe that a charge has been applied to your account in error, you should contact Fast Ledger at [support@fastledger.co.uk](mailto:support@fastledger.co.uk) in the first instance, setting out the nature of the error and providing relevant supporting information. Fast Ledger will investigate all such queries promptly and in good faith.

7.2 Initiating a chargeback or payment dispute with your bank or card provider without first contacting Fast Ledger may result in the immediate suspension of your account and may give rise to Fast Ledger's right to recover the disputed amount together with any chargeback fees and administrative costs incurred. Fast Ledger reserves all rights in connection with fraudulent or unsubstantiated chargebacks.

## **8. CONTACT**

8.1 For any questions regarding this Policy, cancellation requests or billing enquiries, please contact us at [support@fastledger.co.uk](mailto:support@fastledger.co.uk) or by post at Fast Ledger Limited, Unit 30 The Business Village, Wexham Road, Slough, England, SL2 5HF. We will endeavour to respond to all enquiries within three (3) Business Days.