

Cancellation Policy for Business-to-Business (B2B) Sales

Thank you for choosing to do business with us. Below is our cancellation policy for B2B transactions:

1. Order Cancellation:

- Orders can be cancelled within 8 hours of placement, provided they have not yet been processed or shipped.
- To cancel an order, please contact our customer service team immediately with your order number and cancellation request.

2. Cancellation Fees:

- Orders cancelled after 8 hours or after processing has begun may be subject to a cancellation fee.
- The cancellation fee covers administrative costs and any work already completed on custom orders or specialized products.

3. Cancellation Process:

- Contact our customer service team promptly to initiate the cancellation process.
- Provide your order number and reason for cancellation.
- We will confirm the cancellation request and provide further instructions if applicable.

4. Refund Processing:

- If your order qualifies for a refund due to cancellation, refunds will be issued to the original payment method used for the purchase.
- Please allow up to [number] business days for the refund to appear in your account, depending on your financial institution.

5. Non-Cancellable Orders:

- Some orders, particularly those for custom-made or specially ordered items, may not be eligible for cancellation once production has commenced.
- We will communicate the non-cancellable status of such orders clearly at the time of purchase.

6. Communication and Confirmation:

- We will notify you promptly upon receipt of your cancellation request and provide confirmation of the cancellation status.
- It is important to wait for our confirmation to ensure that the cancellation has been processed successfully.

7. Contact Us:

- If you have any questions about our cancellation policy or need assistance with cancelling an order, please contact our customer service team at sales@issltd.co.uk

We appreciate your understanding of our cancellation policy, which is designed to facilitate smooth transactions while respecting the complexities of B2B sales. Thank you for your business.