



Cancellation and Refund Policy

Cancellation of an application must be made through our Referencing Team on 0151 606 5106. Lines are open Monday to Friday 9.00 am to 12.30 and 1.15pm to 5.00pm. We reserve the right to process and charge in full for any applications we have received notice of cancellation before submission.

Refunds are only issued at our discretion and shall not be given should the information submitted results in a negative, referred, unsuccessfully or a nil return results due to details provided in an application submitted through the www.LetHQ.co.uk online portal.

It is your responsibility to double check any application information before submitting it to LetHQ Ltd and to ensure that it is both correct and none bogus.

Despite the above provision, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent. If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for recredit to your card.

We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service as a result of a breach of any obligation under these terms, such termination would be immediate and without notice