

Warwickshire County Record Office

Office Procedure

Attention Of : All Staff		
Category : Finance	Date : Jan 2009	Originator : MJW

Online Payments Refund Policy

When we receive a request we will check to see if sufficient information has been received to enable us to carry out the research. If insufficient information has been received we will contact the enquirer for more information.

Refunds will be made

- 1) If it is immediately clear to our researcher that we do not hold the records necessary to carry out the request.
- 2) If after asking for further information we still do not receive sufficient information to carry out the request.

No refunds will be made

- 1) Once our researcher has started the research, even if no information is found.

You are particularly advised to read carefully the above refund policy before completing an on-line transaction.

Please note refunds will be made by cheque.