

Cancellation and Refund Policy

Effective Date: Sep 2025

Company Name: NESTEGG SERVICES LTD

Trading As: NestEggSavings.co.uk

Company Number: 14027847

NESTEGG SERVICES LTD ("NestEggSavings.co.uk", "we", "our", "us") is committed to treating all of our customers fairly and transparently. This 14-Day Cancellation and Refund Policy sets out your legal rights under UK consumer protection law, including the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("the Consumer Contracts Regulations"), and explains how you can exercise those rights when you use our services.

Your Statutory Right to Cancel

You have the legal right to cancel your contract with NESTEGG SERVICES LTD within 14 calendar days of the contract being formed, without giving any reason. This period is known as the "cooling-off period". The cancellation period begins on the day after you receive confirmation of your contract. You are not required to explain why you wish to cancel.

How to Exercise Your Right to Cancel

To cancel, please email us at compliance@nesteggsavings.co.uk. Include your full name, contact details, and a statement such as: "I hereby give notice that I cancel my contract with NESTEGG SERVICES LTD." You may also cancel by post. Requests must be sent within the 14-day period.

Effects of Cancellation

If you cancel within the 14-day period, we will refund all payments received from you, subject to deductions for services already performed at your request. The contract will be treated as though it never existed.

Services Commenced During the Cancellation Period

If you ask us to begin providing services before the 14-day period ends, you retain the right to cancel. However, you must pay for services already provided. If the service has been fully performed before cancellation, you may lose your right to cancel.

Refunds

Refunds will be processed within 5 working days of your valid cancellation request. They will be issued to the original payment method used unless you expressly agree otherwise. No administrative fees will be deducted. Please note that bank processing times may vary

Exceptions and Exclusions

Your right to cancel does not apply to:

- Services fully performed with your consent before the 14 days end.
- Digital content provided immediately with your prior agreement.
- Business-to-business contracts.

Other Consumer Rights

This policy does not limit your other rights under UK law, including protections under the Consumer Rights Act 2015 regarding misdescribed or faulty services.

Our Commitments

NESTEGG SERVICES LTD will process all cancellations promptly and fairly, ensure refunds within the timeframes promised, and explain any deductions transparently.

Contact Us

NESTEGG SERVICES LTD

Trading As: NestEggSavings.co.uk

Company Number: 14027847

Email: info@nesteggsavings.co.uk | Phone: 03330506844

Address: 167 – 169 Great Portland Street, 5th Floor, London, England, W1W 5PF

Statement of Non-Affectation of Rights

Nothing in this policy affects your statutory rights as a consumer under UK law. This policy provides additional clarity regarding your rights and our obligations.

