

Refund Policy

If you need to cancel a paid booked appointment for our consultant to visit your home, please notify us with a minimum of one working day's notice to be entitled to a full refund. You will also be entitled to a full refund if you change your mind and decide not to market your premises with us during the period of our consultant visiting your home and advertising your home on our website.

An administration fee of £50 will be charged if you cancel a booked appointment without giving one working day's notice. The administration fee will be deducted and the remainder of your payment will be made payable to you.

You must notify us at least 6 hours in advance if you are merely postponing an appointment, or else charges indicated as above will be applied at our discretion.

Please contact us on 028 90 600 333 or info@propertyhop.co.uk if you have any queries regarding this policy or any other questions to do with our service. We would be pleased to help you with further information.