

Satisfaction Guarantee & Refund Policy

We want you to be satisfied with the service you receive from Orbital Wills.

- If you are unhappy with your drafted will, please contact us and we will work with you to make reasonable amendments based on the information you provided.

- If we are unable to resolve your concerns after reasonable amendments, you may request a full refund.

- Refund requests must be made within **14 days** of receiving your drafted will.

- Refunds are not available once a will has been finalised and delivered following confirmation that you are satisfied.

- Optional add-on services (such as printed delivery) may be refunded if they have not yet been fulfilled.

This guarantee applies to the quality of document preparation and does not extend to changes in personal circumstances or legal advice.

For clarification, contact hello@orbitalwills.co.uk