

Payments (Credit/Debit card)

Ensure that you read and understand the terms and conditions fully before making an online payment

Credit and Debit Cards are accepted for the payment of rent, deposits, ground rent, service charges, products and services purchased through our website and additional add on marketing products. **Will we not accept** a credit card payment for residential tenancy deposits or for the first month's rent due of a residential tenancy agreement.

A surcharge of £2.00 is applied to all debit card payments. A surcharge of 3% is applied to all credit card payments.

By using the company's online payments facility you have accepted our terms of use.

Refund Policy

Administration fees for unsuccessful tenancy applications will be subject to a charge of £60.00. The remainder of the fee will be refunded. Administration fees for Guarantors are non-refundable. Should the applicant withdraw from negotiations in respect of the let then the administration fee is non-refundable.

Payments for rent are non-refundable unless the payment is an overpayment. Refunds on overpaid rent will be subject to the terms of the tenancy agreement and or contract and if refunded will incur an administration fee of £5.00

Payments for all marketing services or products such as Energy Performance Certificates, advertising, photographs, brochures etc are non-refundable if the cancellation is made after the service or product has been actioned. In such circumstances any refund will be at the sole discretion of Lex Allan Ltd.

Payments for reservation fees on Commercial Property may be returnable in whole or in part depending upon the terms of the reservation agreement pertaining to the individual property.

All other refunds are at the discretion of Lex Allan Ltd and may be taken into consideration on a case by case basis.

Refunds will be made with 10 working days and will normally be made to the card that was used to purchase the goods and/or services.

Claims for refunds must be made in writing to our Stourbridge office or emailed to wendy.ryall@lexallan.co.uk with full details of refund amount, product and the circumstances of your request. For further information please call 01384 442464