

Ashley Wilde

Soft Furnishings since 1950

Refund Policy for Worldpay Payments

We have selected Worldpay to manage the processing of payments. Worldpay are trusted and utilised by thousands of businesses, large and small, in nearly all parts of the world and are recognised as a secure and easy-to-use payment solution over the internet. We accept all types of Visa and MasterCard's

Refunds

A refund will be processed provided it falls in line with our refund policy details in our terms and conditions, see page 2.

How long does a refund take?

We will refund your account as soon as possible, although this can take up to 10 working days to show in your bank or credit account. Alternative Payment Methods can take longer.

What if my card is refused?

Cards are not refused by our organisation but by your bank or card issuer. There could be many reasons this may happen. We suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

Can I have a receipt?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display on your unique transaction number.

If you have any other queries not listed above, please contact our Credit Control team:

creditcontrol@ashleywildegroupp.com or +44 (0) 1707 635201