**Refund & Complaints Policy**

**Last Updated: 23/02/2025**

**1. Refund Policy**

* All fees paid for sourcing services are non-refundable unless otherwise agreed in writing.
* If a property deal falls through due to our error, we may offer a refund or an alternative property opportunity at our discretion.
* Refund requests must be submitted in writing within 14 days of the issue occurring.

**2. Complaints Procedure**

* If you are dissatisfied with our service, you may submit a complaint via email to joe@jx-propertysolutions.co.uk
* We will acknowledge complaints within five working days and aim to resolve them within 14 days.
* If you are not satisfied with our response, you may escalate the complaint to **The Property Redress Scheme (PRS)**or another relevant regulatory body.

**3. Contact Information**

For any queries regarding our policies, please contact us at:  
**JX Property Solutions**  
20 Wenlock road, London, England, N1 7GU  
joe@jx-propertysolutions.co.uk  
07506867886