



Refunds Policy

Whilst we do not normally provide refunds once our system is in use, we will refund in full any purchase made within 30 days of implementation, excluding the costs incurred for any customization or bespoke development conducted exclusively for the specific customer.

How to claim a refund

To claim a refund you should, in the first instance, contact your supplier or, if purchased direct, your local iNovar operation – for contact details please see our About Us page. Your claim will be acknowledged by iNovar within 5 business days of receipt and you will be advised whether or not your claim has been successful within 10 business days of receipt – this is to allow time for communications between iNovar and your supplier if not purchased direct.

Payment of a refund

Upon confirmation of a valid claim, iNovar will issue a declaration of compliance which will require completion by you to confirm that you have removed all iNovar software components from your systems and ask you to provide bank details for the refund. Payment will only be made upon receipt by iNovar's legal department of the completed declaration of compliance.