



Company Details:

Bp Services Collection, S.L.

Calle Pau Claris 97, 4^o-1^a
08009 Barcelona, Spain
NIF: B21697461

**Creditor Identifier (SEPA):
ES37000B21697461**

Refund Policy – Bp Services Collection, Sociedad Limitada

This policy is provided in English for convenience. In case of conflict, applicable Spanish consumer law shall prevail.

Governing Law - This Refund Policy shall be governed by and interpreted in accordance with the laws of Spain.

Nothing in this Refund Policy shall limit any statutory consumer rights granted under applicable Spanish or European law.

1. General Refund Conditions

BP SERVICES COLLECTION, SOCIEDAD LIMITADA (the “Company”) is committed to providing high-quality services to its customers. Customers may request a refund under the conditions described in this Refund Policy. Refunds are generally intended for circumstances where the service has not been used, has been incorrectly charged, or where a legitimate claim has been identified.

Customers may cancel their subscription at any time using the available cancellation methods, including via email or through the Company’s website. Refund eligibility remains subject to verification of account activity and compliance with the conditions outlined in this policy.



2. Eligibility Criteria

A refund may be granted if the customer demonstrates that the service has not been used during the requested refund period. The Company may review account activity logs and related records to verify whether the service has been accessed or utilized.

Refund requests should be submitted within a reasonable timeframe following the cancellation of the service or identification of the issue giving rise to the refund request.

3. Refund Request Procedure

To request a refund, customers must submit a formal request through the designated communication channels. The refund request should include the following information:

- Full name of the customer
- Mandate number
- Last characters of the IBAN
- Detailed explanation of the refund request
- Any supporting documentation relevant to the request

Upon receipt of the request, the Company will review the submitted information and determine eligibility. Approved refunds will generally be processed within fifteen (15) to thirty (30) business days, subject to operational and banking timelines.

4. SEPA Direct Debit Refund Rights

For payments made via SEPA Direct Debit, customers have the right to request a refund directly from their bank within eight (8) weeks from the debit date without providing any reason.

In the event of an unauthorized transaction, customers may request a refund within thirteen (13) months from the debit date, subject to applicable SEPA regulations and banking rules.

5. Goodwill Refund Policy

In exceptional circumstances and at the sole discretion of the Company, refunds for extended periods may be granted as a goodwill gesture, provided that there is clear evidence that the service has not been used. Such goodwill refunds are not guaranteed and are assessed on a case-by-case basis.

6. Limitations and Exclusions

- Refunds will not be granted if the service has been used during the claimed period.
- Refund requests submitted outside the permitted timeframe may be declined.
- Accounts associated with fraudulent activity, misuse, or abuse of the service may be excluded from refund eligibility.



7. Payment Method and Processing

Refunds will be issued using the original payment method whenever possible. Processing times may vary depending on the customer's financial institution, payment network, and internal verification procedures.

The Company shall not be held responsible for delays caused by external banking systems or payment service providers.

8. Customer Responsibilities

Customers remain responsible for monitoring their account activity and cancelling their subscription if they no longer wish to continue using the service. Failure to cancel the subscription may result in continued billing in accordance with the agreed terms.

9. Contact Information for Refund Requests

For refund-related inquiries or to submit a refund request, customers may contact the Company using the following details:

Refund Requests: refund@bp-collect.com

Cancellations: cancel@bp-collect.com

General Support: info@bp-collect.com

10. Policy Updates

This Refund Policy may be updated from time to time to reflect regulatory requirements, operational changes, or legal obligations. Continued use of the Company's services constitutes acceptance of the most recent version of this policy.

Effective Date: 1 March 2025

Version: 1.3

This Refund Policy shall be governed by the laws of Spain.

<https://bp-collect.com>

