



Suite 1, The Manor Ballroom, 4. St Margarets Green, Ipswich, Suffolk, IP4 2BP

Tel: 07356 083596

info@ipswichparkingservices.co.uk

REFUNDS POLICY

Ipswich Parking Services Ltd has the following refunds policy and accepts no exception to this rule.

In the event of an overcharge or a technological communication error that has caused an unnecessary payment to be taken, please contact Ipswich Parking Services Ltd by email, stating the day, name of person, vehicle registration and amount of overcharge claimed.

Please either email this information to refund@ipswichparkingservices.co.uk or write to us Suite 1, The Manor Ballroom, 4. St Margarets Green, Ipswich, Suffolk, IP4 2BP.

Dependant on your method of communication, we aim to have this process checked and detailed back to you with a refund where necessary within 7 days of the original date of receiving your communication. This refund will be in full of the amounts owed to you. No other refunds are applicable.

Any cancellation of tickets will be performed after the appeals service has been notified and before any monies are to be paid. If after your refund has been issued, you feel that this has not been dealt with fairly then you have the right to complain and a further investigation will be undertaken.

Complaints to can be registered at complaints@ipswichparkingservices.com

Where the above information requested has not been submitted correctly, or parts of this are missing which affects the processing time, Ipswich Parking Services Ltd will not be held responsible for this action and will duly continue the process once all information has been received.