

### Audit Cancellation Policy

#### Objective

To provide a formal refund and cancellation policy for a SALSA Audit Purchase to the scheme.

#### Policy

The policy shall be controlled and enforced by SALSA Operations. A refund is available to businesses upon receipt of the request to cancel their audit as outlined in the procedure below. No refunds are possible after an audit has been carried out.

#### Procedure

- Refusal of membership to the SALSA scheme by SALSA Operations will be notified in writing and a refund of the audit fee paid.
- Cancellation of membership to the SALSA scheme, prior to the audit, by the Supplier must be given in writing and can be done at any time within the validity of the audit payment. Audit payments are valid for 12 months. This will result in the withdrawal of the Supplier's entry to the SALSA Directory and access to the Members pages of the website.
- Cancellation of a SALSA Audit Payment by the Supplier will result in a refund of the audit fee to the Supplier according to the following criteria:
  - Within 28 days of payment for audit:
 

• 14 days or more from the date of an arranged audit	Full refund, less £25 processing fee
• Less than 14 full working days from the date of an arranged audit	75% refund
• Less than 7 full working days from the date of an arranged audit	50% refund
• Less than 3 full working days of the date of an arranged audit	No refund
  - If more than 28 days after payment for audit but less than 12 months:
 

• More than 3 full working days from the date of an arranged audit	50% refund
• Less than 3 full working days of the date of an arranged audit	No refund
- In the event that SALSA Operations agrees to a refund following a cancellation, this will be sent by BACS within 14 days of the refund being agreed by SALSA Operations (bank details must be provided by the Supplier within this time to permit the refund to be made)
- Should the business have any queries regarding an online payment, please contact 01295 477570 quoting the receipt reference number or by email to: [info@salsafood.co.uk](mailto:info@salsafood.co.uk)

#### Approval

This document revision was approved by SALSA Operations:

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#### Availability

This document is made available via the SALSA website to:

Advisory Board	Yes
Technical Advisory Committee	Yes
Auditor/Mentor	Yes
Members	Yes
Public	Yes