

Refund & Cancellation Policy

The good news is that we very rarely have any need to refer a customer to this policy! Please do however read the policy below to understand more about our service and to ensure you are familiar with our terms.

ICP provides a high quality service which is either instantaneous with a downloaded report or freshly investigated upon receipt of an update or new investigation order.

The sale of any download, update or new investigation report request is deemed a final, non-exchangeable and non-refundable transaction.

Correct Entity

- Please carefully check the company you are downloading a report or requesting an update / new investigation for is the correct entity.
- ICP cannot be held liable if you have purchased a report on an incorrect entity after download or update request.
- Please seek assistance from our customer services team if you are unsure about the correct entity you wish to view or order a report on.

Type of Information

- If you are unsure as to whether our risk information meets your specific requirements, please do check the report contents section on the website or view / request a sample report.
- We make all reasonable attempts to ensure that the information in are reports is accurate, up to date and correct. For downloaded reports it is the customers responsibility to note the date the report was last updated given facts and risk information could have changed since the last update.
- In some instances, information will not be available for all risk reporting areas for an entity, despite the analysts extensive research which includes attempted contact with the company for interview. The level of work undertaken is the same for all ICP reports, and therefore the extent of information provided, or a negative report (entity not found) will not be grounds for a refund.
- For new investigation and updates, please contact us if you identify an error or omission in the information you receive. We will investigate and if any further work is required, we will correct and provide a new report at no cost.