

LittleLink ID Refund & Replacement Policy

Version 1.3

Effective from: 7 March 2026

LittleLink ID is a personalised safeguarding service that includes a custom ID card and access to a secure digital dashboard. Because each card is individually produced and linked to a specific account, the following refund and replacement terms apply.

1. One-Off Setup Fee (Card + Onboarding)

The setup fee includes:

- Personalised LittleLink ID card
- Branded lanyard
- Account creation
- Dashboard onboarding
- Initial system configuration

Refund terms:

- A full refund is available if cancellation is requested before the card enters production.
- Once the personalised card has been produced, the setup fee becomes non-refundable, as the item is custom-made.
- If a card arrives faulty or incorrect, it will be replaced free of charge.

2. Subscription Payments (Monthly or Annual)

Your subscription covers:

- Secure dashboard hosting
- Ongoing platform access
- System maintenance and updates
- Customer support

Refund terms:

- Subscriptions may be cancelled at any time via your dashboard.
- Cancellation stops future billing only.
- No partial refunds are provided for unused time within a billing period.
- Your account will remain active until the end of the paid period.

3. 14-Day Cooling-Off Period (UK Consumer Law)

- You may cancel your order within 14 days of purchase.
- If the card has not entered production, you will receive a full refund.
- If the card has already been personalised, only the subscription portion (if applicable) may be refunded.

4. Faulty, Damaged, or Misused Cards

If your LittleLink ID card is believed to be faulty, we may request:

- A clear photo of the card
- A short description of the issue

4.1 Manufacturing or System Fault

Examples include:

- Card not scanning or tapping when first received
- Incorrect printed details
- Visible production defects

Outcome:

- Card replaced free of charge.

4.2 Damage, Loss, or Misuse

Examples include:

- Cracked, bent, or snapped cards
- Water, heat, or impact damage
- Chewed, scratched, or altered cards
- General wear and tear
- Lost cards

Outcome:

- A replacement fee will apply.
- Replacement cards can be ordered through the dashboard.
- LittleLink ID reserves the right to determine whether an issue is due to a manufacturing fault or damage/misuse.

5. Service Issues

If you experience a technical issue that prevents reasonable use of the platform:

- Please contact support as soon as possible.
- We will investigate and attempt to resolve the issue.
- Refunds or service credits may be offered at our discretion if the service cannot be reasonably provided.

6. Annual Subscription Plans

Annual subscriptions are billed upfront for a 12-month period at a discounted rate, which includes 2 months free compared to the monthly plan.

Refund terms:

- A full refund is available within the 14-day cooling-off period, provided the card has not entered production.

- If the card has already been personalised, only the subscription portion may be refunded.
- After the 14-day cooling-off period, annual subscriptions are non-refundable.
- You may cancel at any time to prevent renewal, but no partial or pro-rata refunds will be issued for unused time.
- Your account will remain active until the end of the paid annual term.

7. Need Help with a Refund or Replacement?

If something isn't right, we're here to help.

Please contact us at:

Email: support@littlelinkid.co.uk

Subject: Refund or Replacement Request – LittleLink ID

Just include:

- Your name
- Account email
- Order date
- A short description of the issue
- A photo of the card (if applicable)

We'll take a look and get back to you as quickly as possible.

8. Policy Updates

This policy may be updated from time to time. The latest version will always be available on the LittleLink ID website and within the dashboard.

Manufacturing faults must be reported within 30 days of receipt.

Cancellation will stop future billing only. Your subscription will remain active until the end of your current billing cycle (monthly or annual), after which access to the platform will end.

9. Delivery and Shipping

Customers are responsible for ensuring delivery details are correct at the time of order. LittleLink ID is not responsible for postal delays once items have been dispatched.

Where a replacement card is required due to damage, loss, or misuse, the replacement fee includes production and standard postage costs.

10. Account Suspension or Termination

LittleLink ID reserves the right to suspend or terminate accounts where misuse of the service, fraudulent activity, or breach of terms is identified.