

NE Games Ltd and Sports Solutions Pro Refund / Return Policy

Effective Date: 1 March 2025

NE Games Ltd trades under the brand *Sports Solutions Pro*. This refund policy covers both our **digital subscription services (NE-Lite and NE-Connect Word Game Apps - Sports Solutions Pro Sports Software)** and our **physical goods (board and card games)**.

1. Digital Services (Sports Solutions Pro)

A. Yearly Subscriptions

- When a club or administrator takes out a yearly subscription (following an internal trial of the software) and goes live with members, you may request a refund of **75% of the subscription fee** if the request is made within **30 calendar days** of going live.
- After 30 days, yearly subscriptions are non-refundable, and the subscription and access will continue until the end of the contracted year.
- Yearly subscriptions **do not auto-renew** unless renewed by the customer.

B. Monthly Subscriptions

- Rolling monthly subscriptions (no fixed end date) can be cancelled at any time by giving **one month's notice**.
- Fixed-term monthly subscriptions (e.g., 1 or 2 months) will automatically end at the conclusion of the agreed term and do not require cancellation.
- No refunds are given for part months already paid.
- When cancelled, access will continue until the end of the final paid month.

2. Physical Goods (Board & Card Games)

- You are eligible for a full refund if you request it within **14 calendar days** of delivery.
- Goods must be returned in good condition, with all components present and in their original packaging.
- You are responsible for return postage unless the goods are faulty, damaged on arrival, or not as described.

3. How to Request a Refund or Cancellation

Please contact us at **info@ne-games.com** or support@sportssolutionspro.com with:

- Your name and contact details
- Proof of purchase (receipt, order number, or transaction ID)
- The product or service you are requesting a refund or cancellation for

We will respond promptly and confirm the next steps.

4. Contact Us

- **Email:** info@ne-games.com or support@sportssolutionspro.com
- **Company:** NE Games Ltd (owner of Sports Solutions Pro)
- **Address:** Richmond House, Lawnswood Business Park. Redvers Close, Leeds LS16 6QY