**Refund Policy**

## **Web Design & Development**

Website development projects usually comprise two components: Web Design and Web Development. Web design includes the initial website mock-up and layout design. Web development includes Content Management System/Blog implementation, e-commerce solution, and custom coding.

***You are entitled to get 100% refund of the deposit/ down payment you made (if any) in the event of:***

* You are not satisfied with initial design mock-up/proposal.
* We didn't start your project at all or we're unable to start soon.
* We are unable to complete the project as per the project's specifications.
* You want to cancel the project within 24 hours of making payment.

***No refund will be given if:***

* You have already approved the design mock-up and proposal. (Down payment)
* The project is completed as defined in the scope of the work.
* The project gets cancelled, delayed or postponed by you the client.
* If you don’t respond within 30 days of completion.
* When you have paid 50% of the project as down payment and the project is completed more than 85%, then you should pay the full agreed proposal amount.

## **Web Hosting and Domain Registrations**

Web hosting and domain registrations amounts paid by you on a yearly contract can't be refunded since the payment is made to the 3rd party hosting provider in advance.

## **Website Maintenance:**

The maintenance (maintaining, updating and adding new text and/or content to a website) payment that is paid per month is not refundable, cancellation can be made a month in advance.

## **Website Support**

Support is based on an hourly rate and on an as need basis; therefore, is non-refundable.