

# REFUND POLICY

Last updated June 01, 2020

All clients shall receive a unique proposal and contract based upon the requirements they have for their project. Every project has a detailed service agreement that must be signed by the client before any work is initialised, which identifies details concerning refunds, cancellations, deposits, and project costs. Please refer to your contract for more details.

Requests for the final part of the payment (60% inc VAT) due on all projects are not made until the project receives final, written approval from the client. Final payment is due within 7 business days once the invoice is received.

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## 1. Web Development

Once a deposit (40% inc VAT) or final payment (60% inc VAT) is made, and the client has signed and agreed to the contract, it is non-refundable. If a project is cancelled or postponed, all monies paid are retained by Empire Designs Team LTD and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.

## 2. Web Hosting

Website Hosting payments for past months of web hosting are non-refundable. Hosting accounts are set up at the time of order and are allotted a specific amount of server resources, according to the plan purchased. Hosting/domain costs are charged annually and are non-refundable if the client desires to extend their contract with us.

### **3. Maintenance**

Payments for website maintenance service are non-refundable. Once the client agrees to purchase this add-on and payment is made to Empire Designs Team LTD, the add-on is therefore active. Maintenance costs are charged monthly and it is under the client's discretion whether to purchase this add-on.

### **4. Chargebacks**

If we receive a chargeback or payment dispute (i.e. PayPal dispute) from a credit card company or bank, your service and/or project will be suspended without notice. A £50 chargeback fee (issued to recover fees passed on to us by the credit company), plus any outstanding balances accrued as a result of the chargeback(s) must be paid in full before service is restored, files delivered, or any further work is done. Instead of issuing a chargeback, please contact us at [empiredesignsteam@gmail.com](mailto:empiredesignsteam@gmail.com) to address any billing issues. Requesting a chargeback or opening a PayPal dispute for a valid charge from us is fraud and is never an appropriate or legal means of obtaining a refund. Please read and make sure you fully understand our refund policy prior to making a payment.

### **5. Extenuating Circumstances**

In specific cases, we may consider a partial refund, if we are responsible for not delivering the project to the client, the project does not match specifications, or if the project has not been initialised.

### **6. Questions**

If you have any questions concerning our refund policy, please contact us at: [empiredesignsteam@gmail.com](mailto:empiredesignsteam@gmail.com).