QUEREP DIGITAL ENTERPRISE

Refund & Cancellation Policy

Project cancellation and refund policy for website services.

1. Overview

This policy explains how cancellations and refunds are handled for QUEREP DIGITAL ENTERPRISE website services.

2. Client Cancellation

The Client may cancel a project by giving notice to QUEREP.

3. Deposit

The 50% deposit is non-refundable after the project begins because it covers the project slot, planning, consultation, work time, preparation and allocated work.

4. Additional Work

Approved Additional Work started before cancellation may be non-refundable depending on the work completed.

5. Third-Party Costs

Paid costs for domains, hosting, plugins, APIs, software, subscriptions or third-party services are subject to each provider’s refund policy.

6. Cancellation by QUEREP

If QUEREP cancels a project for a reason caused by QUEREP, the payment position will be assessed based on work completed, payments received, third-party costs and project status. If a refund is due, QUEREP will arrange it.

7. Unpaid Work

Cancellation before full payment does not give the Client the right to use, publish or launch work that has not been fully paid for, unless agreed in writing.

8. Finality of Refund Decisions

Any refund, where applicable, will be assessed based on the scope of work, project status, actual costs incurred and applicable law.

Contact

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