



## One Pager Website – Refund Policy

1. Our One Pager Website comes with a full money-back guarantee. This guarantee can only be fulfilled under the following conditions:
  - a. Developer does not complete the website within the three (3) working days timeline given, even after Client has fulfilled all conditions as per the Terms & Conditions.
  - b. Developer has developed the website without the full information provided by Client, as per the Requirements Sheet given by Client on “Day 1”, and as per the Terms & Conditions.
2. No refund will be given if Client has a change of mind at any point after the full payment has been made, and/or details have already been given to Developer for development of the Website.
3. No refund requests will be entertained if Client does not provide feedback for the Website after 4pm of “Day 3”.
4. No refund requests are available for any additional charges incurred during development. These include but not limited to:
  - a. Domain, hosting charges provided by Developer to Client
  - b. Charges for additional amendments requested AFTER “Day 3”.
5. No refund requests are available if Client decides to cancel the project after “Day 3” has been concluded.
6. After the development of the Website, Developer guarantees a one (1) month period of functionality of the Website. This guarantee includes:
  - a. Core functionality of the Website, which includes website loading, correct display of information as per information given during “Day 1” and amends given during “Day 3”.
  - b. Website displays images, and forms correctly.
  - c. Form submissions work correctly.
7. The guarantee will be covered by the Developer and rectified accordingly with no extra charge if any of the items declared in Clause No.6 encounter an error.
8. The guarantee is considered void if:
  - a. The website does not display correctly or fails to load due to an expired or broken hosting server or domain name.
  - b. Client has changed any Website functions, code, content and/or plugins on their own or using a 3<sup>rd</sup> party.
  - c. Website files have been added, deleted, or modified by Client or 3<sup>rd</sup> party on the hosting server.
  - d. Website is attacked by malware, virus, or any other malicious programs as a result of the addition, deletion or modification of the Website and/or its files and/or its plugins by Client or a 3<sup>rd</sup> party.