

Cancellation Policy

At Zae Design, we recognize that our clients' needs and circumstances may change, and there may be a requirement to cancel a project or service. This policy outlines the terms under which cancellations are managed for all services offered, including graphic design, web development, digital marketing, social media management, SEO, and other creative solutions.

1. Cancellation by Client

Clients may cancel their project at any time by providing written notice to Zae Design. If a cancellation request is made before any work has commenced, the client will be eligible for a full refund of any deposit or advance payment made. If a cancellation occurs after the project has started but before its completion, Zae Design will charge for the work completed up until the point of cancellation. The client will be billed based on the scope of work already delivered, and any remaining balance from the deposit will be refunded. If the work completed exceeds the deposit, the client will be required to pay the difference. Once a project has been completed, approved, and delivered, cancellations will no longer be accepted, and the full fee will be due.

2. Cancellation of Ongoing Services

For ongoing services like digital marketing, SEO, social media management, or similar recurring services, clients may cancel their contract by providing written notice 30 days before the next billing cycle. Zae Design will continue to deliver the services until the end of the current billing period. Once the billing cycle concludes, the contract will be terminated, and no further services will be provided. Please note that no refunds will be offered for services that have already been rendered within the current billing period. Outstanding invoices for services provided during this period must be settled in full prior to the cancellation becoming effective.

3. Cancellation by Zae Design

Zae Design reserves the right to cancel a project or terminate services if there is a breach of agreement or non-payment from the client. In such cases, Zae Design will inform the client in writing and may either suspend the project or fully terminate the contract. If we terminate a project before its completion due to client non-compliance, any deposit or payments made will not be refunded. Additionally, if Zae Design finds that the project is unsuitable or outside the scope of our expertise, we reserve the right to cancel. In such instances, a refund will be issued for the uncompleted portion of the project.

4. Notice of Cancellation

All cancellation requests must be submitted in writing. The cancellation request will not be valid until Zae Design has acknowledged the receipt of the request and confirmed the cancellation. We encourage clients to communicate promptly and clearly if they are considering cancellation so that the appropriate actions can be taken to minimize disruption and costs.

5. Consequences of Cancellation

Upon cancellation, Zae Design retains all rights to the work completed up until the point of cancellation unless agreed otherwise in writing. Should the client wish to utilize any partially completed work, an additional fee may apply. In the case of ongoing services, the cancellation will only take effect after the current billing cycle concludes, meaning that clients will be responsible for paying for services delivered up to the cancellation date.

By engaging our services, you agree to abide by the terms outlined in this cancellation policy.