

Refund Policy

At Zae Design, we are committed to delivering high-quality services that align with our clients' expectations and needs. However, we understand that there may be instances where a refund is warranted. This Refund Policy outlines the conditions under which refunds will be provided for our services, which include graphic design, website and app development, digital marketing, SEO, and other creative solutions.

1. Full Refund

Clients are eligible for a full refund in specific circumstances. If a project is canceled **before any work has commenced**, the client will receive a full refund of any advance payments or deposits made. It is essential that clients communicate their decision to cancel as early as possible to avoid any unnecessary work and charges. Zae Design encourages clients to review all agreements thoroughly to ensure their satisfaction before work begins.

2. Partial Refund

A partial refund may be issued if a client decides to cancel a project **after work has already started** but before completion. In such cases, Zae Design will assess the work completed up to the cancellation point and calculate the refund accordingly. Clients will be charged for the work performed, and any remaining balance from the initial deposit will be refunded. For example, if 50% of the project is completed at the time of cancellation, the client will be charged for that portion, and the remaining 50% of the deposit will be refunded. This approach ensures fairness by compensating both the client and Zae Design for the efforts expended.

3. No Refunds

Refunds will not be issued under certain conditions. Once a project has been **completed**, delivered, and **approved** by the client, all payments are considered final, and no refunds will be issued. Clients are encouraged to review the final deliverables thoroughly before approving them. Additionally, if the client requests changes or revisions to the final product after approval, these will be treated as new work and may incur additional charges, which will not qualify for a refund.

4. Non-Refundable Services

Certain services provided by Zae Design are non-refundable. This includes fees paid for initial consultations, project discussions, and any third-party services arranged on behalf of the client, such as domain registration, web hosting, or paid advertising. Clients should be aware that costs incurred for these services are their responsibility and will not be refunded, even in the event of project cancellation.

5. Dispute Resolution

In the event that a client is dissatisfied with our services or believes a refund is warranted, we encourage direct communication with Zae Design. We aim to address any concerns amicably and will make reasonable efforts to resolve disputes. If a refund is approved, it will be processed within a few **business days** of the approval, and the amount will be refunded using the original method of payment.

By utilizing our services, clients agree to the terms outlined in this Refund Policy, which is designed to ensure transparency and fairness in our business dealings.