

# OUR POLICIES

Updated: January 1, 2024

## • GENERAL

Axys Creative Agency is committed to providing exceptional service in a timely manner. Unfortunately, when a client cancels their subscription after we have initiated their design work, it hinders our ability to serve other customers. For these reasons Axys Creative Agency has created a cancellation and refund policy that will be strictly observed.

## • PAYMENTS

Axys Creative Agency will commence the design and development of your website upon receipt of the full payment at the time of your subscription sign-up. Payments are only received online through a third party, Stripe.

An online confirmation email will be sent to client at the time of sign up and payment. This email serves as confirmation of payment for our services.

## • CANCELLATION

When you cancel your subscription, you are agreeing to cancel all current and future work from Axys Creative Agency. This work will be terminated until and if you sign up for another subscription in the future.

Cancellation requests may be submitted through a third party, Stripe or by email to [info@axyscreative.com](mailto:info@axyscreative.com) at anytime.

Billing cycles are based on a 31 day period. You must cancel your subscription before the next billing period, otherwise you will be billed for the entire month of services. Anytime left in your billing cycle when you cancel will not be added onto future billings.

## • PAUSING

Pausing your subscription is a great way to pause current and future work from Axys Creative Agency when you are not in need of work at the current moment.

Cancellation requests may be submitted through a third party, Stripe or by email to [info@axyscreative.com](mailto:info@axyscreative.com) at anytime.

Billing cycles are based on a 31 day period. Any remaining time left for the month when you pause will be added to future billing cycles. (for example; if you sign up and use the service for 21 days, and then decide to pause your subscription, this means that the billing cycle will be paused and you'll have 10 days of service remaining to be used anytime in the future.)

## • REFUNDS

Axys Creative Agency does not offer refunds at this time and reserves the right to deny refunds based on its own self discretion. Refund requests will be evaluated in accordance with the nature of the services rendered and the progress made.