

Lumexia Technologies – Terms & Conditions

Lumexia Technologies provides custom website design and development services tailored for entrepreneurs, startups, and small businesses. By working with us, you agree to the following Terms & Conditions. These terms are intended to ensure clarity, protect both parties, and foster a smooth collaboration.

1. Client Responsibilities

To ensure the success of your project, you agree to:

- Provide all necessary materials (text content, images, branding assets, etc.).
- Share access credentials to relevant platforms (e.g., hosting, domain registrar).
- Respond in a timely manner during feedback rounds and milestones.

Note: Delays in providing these may extend the project timeline.

2. Payments & Deposits

- A **non-refundable deposit (typically 50%)** is required to begin work.
 - Final payment is due **upon project completion** and **before** delivery of files or credentials.
 - Late payments may be subject to a **5% monthly fee**.
 - Work may be paused or withheld until payment is received in full.
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3. Ownership & Licensing

Upon full payment:

- You own the final website and deliverables.
 - Lumexia retains the right to showcase your project in our portfolio unless otherwise agreed in writing.
 - Third-party assets (e.g., fonts, stock photos) remain subject to their respective licenses.
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4. Quality Assurance & Revisions

We strive for **100% satisfaction** and offer **limited revisions** based on your selected package.

- Revisions are based on the original brief. Requests that significantly alter scope may require additional payment and timeline adjustments.
 - Once final files are approved and delivered, further changes are considered new work.
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5. Refund Policy

Refunds are not available under the following conditions:

- You have approved a design concept or requested revisions.
- Delays or project cancellations are caused by you.
- More than 15 days have passed since purchase.
- A change of mind, internal disagreements, or project abandonment.

Partial refunds may be considered case-by-case and only for unused services.

6. Project Timelines

- Delivery estimates depend on mutual availability, feedback responsiveness, and project scope.
 - Any delays on your part may affect agreed timelines.
 - All changes to timeline must be communicated and confirmed in writing.
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7. Confidentiality & Data Security

- All shared assets and discussions are kept confidential.
 - Your information will never be shared with third parties unless required by law.
 - We follow best practices to secure your data and project files.
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8. Communication Policy

- All official communication must occur through lumexiatechnologies@gmail.com or numbers listed on our website.
 - Lumexia is not responsible for any interaction or transaction done via third-party contacts.
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9. Termination of Agreement

Either party may terminate this agreement in writing. If terminated:

- You are responsible for payment of completed work up to that point.
- Any refunded portion is at Lumexia's discretion.
- Unpaid or incomplete work remains the intellectual property of Lumexia Technologies.