

## **Laius Group Refund Policy**

**Effective Date:** June 26, 2025

**Last Reviewed:** June 26, 2025

Laius Group (“we,” “our,” or “the Company”) is committed to customer satisfaction and transparency regarding refunds. Below is our refund policy applicable to the various services we offer:

### **Refund Eligibility & Conditions**

- **Social Media Management Packages:** Refunds are available within **14 days** from the date of purchase.
- **Laius Storefront (Ready Website Templates):** No refunds are offered under any circumstances.
- **Custom Website Design & Graphic Design Services:** No refunds will be issued once work has commenced or delivered.
- **Hosting Packages:** Refunds are available within **14 days** from the date of purchase.
- **Domain Management Services:** No refunds are available for domain registration or management fees.
- **Laius Space (Cloud Storage Service):** Refunds are available within **14 days** from the date of purchase.
- **Laius Echo (Email Service Packages):** Refunds are available within **14 days** of purchase. However, if a domain is purchased together with the email package under our domain management service, the domain fees are non-refundable.
- **Brand Kits Packages:** No refunds will be offered.

### **Additional Terms**

Refund requests must be submitted in writing within the applicable refund period. Refunds will be processed using the original payment method. Any fees related to third-party providers (such as domain registrars) are non-refundable.