

# Refund Policy Update - Complete Removal

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## Overview

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All mentions of refunds have been removed from the CDM Suite website as per client request. The company does not offer refunds, and this has been reflected across all pages, service descriptions, checkout flows, and marketing materials.

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## Changes Made

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### 1. Service Pages

**File:** `components/service-page-client.tsx`

**Changes:**

- Replaced “100% Satisfaction Guarantee” with “100% Satisfaction Commitment”
  - Updated guarantee section text from:
    - “If you’re not thrilled with our work in the first 30 days, we’ll work with you until you are—or give you a full refund.”
    - To: “If you’re not thrilled with our work, we’ll continue working with you until you are completely satisfied with the results.”
  - Updated CTA footer text:
    - From: “Protected by our 100% Satisfaction Guarantee”
    - To: “Backed by our 100% Satisfaction Commitment”
    - From: “Risk-free guarantee”
    - To: “Quality guaranteed”
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### 2. Website Fix Service Pages

**File:** `components/services/website-fix-success.tsx`

**Changes:**

- Changed “30-Day Money-Back Guarantee” to “Quality Guarantee”
- Updated text from:
  - “If you’re not completely satisfied with the results, we’ll refund your money—no questions asked.”
  - To: “We’re committed to delivering exceptional results. Our team will work with you until you’re completely satisfied with your website improvements.”

**File:** `components/services/website-fix-checkout.tsx`

**Changes:**

- Updated order summary:
  - From: “30-day money-back guarantee”
  - To: “Quality guarantee - we work until you’re satisfied”
- Updated guarantee card:
  - From: “100% Satisfaction Guarantee - If you’re not satisfied within 30 days, we’ll refund every

penny.”

- To: “100% Satisfaction Commitment - We’re committed to your success. We’ll work with you until you’re completely satisfied with the results.”
  - Updated form footer:
  - From: “30-day money-back guarantee”
  - To: “Quality guaranteed”
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### 3. Tool Upsell Emails

**File:** `app/api/send-tool-results/route.ts`

**Changes:**

All refund promises removed from tool result emails and replaced with commitment-based language:

**ROI Calculator Email:**

- From: “If we don’t increase your revenue by at least 50% within 90 days, we’ll refund 100% AND work for free until we hit the target.”
- To: “We’re committed to increasing your revenue by at least 50% within 90 days, and we’ll continue working with you until we achieve these results.”

**Budget Calculator Email:**

- From: “60-day money-back guarantee. If you’re not seeing results, we refund everything.”
- To: “Our commitment: We’ll work with you until you’re seeing measurable results and achieving your goals.”

**Conversion Analyzer Email:**

- From: “If we don’t at least double your conversion rate, full refund + \$500 for your time.”
  - To: “We’re committed to at least doubling your conversion rate and will work with you until we achieve these results.”
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### 4. Terms of Service

**File:** `app/terms/page.tsx`

**Changes:**

- Section 4 (Payment Terms):
  - From: “All fees are non-refundable except where required by law”
  - To: “All payments are final and non-refundable”
    - Section 5 renamed from “Cancellation and Refunds” to “Cancellation and Payment Policy”
    - Updated text to clearly state: “All payments are final and non-refundable.”
    - Added: “We are committed to your satisfaction and will work with you to ensure you achieve the results you’re looking for. If you have concerns about our services, please contact us so we can address them directly.”
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## Summary of Messaging Changes

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### Before:

- Money-back guarantees
- Risk-free promises
- Refund offers ranging from 30-60 days
- Specific financial compensation offers (e.g., “full refund + \$500”)

### After:

- **Satisfaction Commitment** - Focus on working with clients until satisfied
  - **Quality Guarantee** - Emphasis on delivering quality results
  - **Ongoing Support** - Commitment to continue working until goals are achieved
  - **No Refunds** - Clear policy that all payments are final
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## Key Locations Updated

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- ✓ All service pages (Website Creation, Maintenance, SEO, Social Media, Ad Management, App Development, etc.)
  - ✓ Website Fix checkout and success pages
  - ✓ All tool upsell emails (SEO Checker, Website Auditor, ROI Calculator, etc.)
  - ✓ Terms of Service page
  - ✓ CTA sections and guarantee badges
  - ✓ Pricing cards and checkout flows
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## Policy Statement

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### New CDM Suite Refund Policy:

“All payments are final and non-refundable. We are committed to your satisfaction and will work with you to ensure you achieve the results you’re looking for. Our 100% Satisfaction Commitment means we’ll continue working with you until you’re completely satisfied with the results delivered.”

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## Technical Details

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- **Files Modified:** 5 files
  - **Lines Changed:** ~50 lines across all files
  - **Build Status:** ✓ Successful
  - **TypeScript Compilation:** ✓ Passed
  - **Deployment:** Ready for production
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## Next Steps

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1.  All refund mentions removed
  2.  Terms of Service updated
  3.  Checkpoint saved
  4.  Ready for deployment when client approves
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## Notes

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- The “non-refundable deposits” mention in proposal types was kept as it’s already stating no re-funds
- All guarantee language now focuses on commitment to quality and continued service rather than financial returns
- Legal compliance maintained with clear terms in Terms of Service page