

REFUND POLICY

Effective Date: 18 June 2025

This Refund Policy ("Policy") outlines the terms and conditions governing refunds for services provided by Esdras Consultants ("Company"). By engaging with our services, the Client acknowledges and agrees to the provisions stated herein.

1. REFUND ELIGIBILITY

1.1 Refunds are provided solely at the discretion of Esdras Consultants and are evaluated on a case-by-case basis.

1.2 Refunds will only be considered where the Client can establish, beyond reasonable doubt, that the services delivered fall demonstrably short of the mutually agreed expectations outlined at the project outset.

1.3 The maximum eligible refund, if approved, shall not exceed 50% of the total invoiced value of the project.

1.4 The Refund Policy applies uniformly across all service categories unless otherwise specified in individual project agreements.

1.5 Refund requests must be submitted within fifteen (15) calendar days from the project start date.

2. SERVICE-SPECIFIC CONDITIONS

2.1 **Logo Design:** Clients are entitled to two (2) rounds of revisions. Refunds shall only be considered if the final submission demonstrably fails to meet professional quality standards.

2.2 **Web Development:** Refunds for partially completed websites will be evaluated on a discretionary basis, depending on the level of completion and nature of concerns raised.

2.3 **Digital Marketing:** Refunds will not be issued for campaign spend or third-party advertising fees. Refunds on service fees, if any, are subject to approval.

2.4 **Video Animation:** Refund eligibility is restricted to the script-writing phase. No refund requests shall be entertained once animation or production has commenced.

3. NON-REFUNDABLE SCENARIOS

3.1 The initial advance payment of 50% of the total project value is non-refundable unless the failure of delivery is attributable solely to Esdras Consultants.

3.2 No refunds will be provided for completed projects, unless it can be established that the deliverables fall substantially below acceptable professional standards.

3.3 Projects valued under USD \$100 (or equivalent) are strictly non-refundable.

3.4 Third-party costs incurred during project execution (e.g., licensing, plugins, hosting) are non-refundable under any circumstances.

3.5 Client-initiated scope changes, revisions beyond agreed terms, or project delays caused by client inaction shall not qualify for refunds.

4. INCOMPLETE OR CANCELLED PROJECTS

4.1 **Before Project Commencement:** Projects cancelled prior to the commencement of work will be refunded in full, less applicable transaction or administrative fees.

4.2 **After Project Commencement:** No refunds shall be issued once the project is underway unless an exception is granted at the sole discretion of Esdras Consultants due to verified client emergencies.

4.3 Deliverables shall be handed over only after 100% of the total project value has been paid in full.

5. REFUND REQUEST PROCEDURE

5.1 All refund requests must be submitted in writing via email to ezrakumar@esdras.in with a clear explanation of the grounds for the request.

5.2 Requests must be submitted within the permitted timeframe as set forth in Section 1.5.

5.3 Clients must include relevant documentation, including bank details required for processing the refund.

5.4 Approved refunds will be processed within seven (7) to fourteen (14) business days of confirmation.

5.5 Refunds involving international bank transfers may be subject to additional foreign exchange and transfer delays, which shall be communicated to the Client in advance.

5.6 Esdras Consultants does not charge separate processing fees for refunds; however, any applicable transfer or banking fees shall be borne by the Client.

6. OWNERSHIP OF REFUNDED WORK

6.1 In the event a refund is issued, Esdras Consultants retains full ownership of all project files, concepts, and intellectual property developed.

6.2 Clients shall not be entitled to use, copy, or distribute any work for which a refund has been granted.

6.3 Esdras Consultants reserves the right to use such refunded work for internal or portfolio purposes.

7. ALTERNATIVE RESOLUTIONS

7.1 Esdras Consultants may, at its discretion, offer alternative resolutions in lieu of refunds, including:

- Future service credits
- Adjusted pricing or discounts
- Modified project deliverables

7.2 Satisfaction guarantees offered under this Policy are applicable only within the scope and timeframe defined herein.

8. DISPUTE RESOLUTION AND CHARGEBACKS

8.1 Any disputes arising from refund decisions shall be resolved through the arbitration process as detailed in the Company's Terms and Conditions.

8.2 Clients are required to follow the internal refund request procedure outlined above before initiating any chargebacks or payment reversals.

8.3 Esdras Consultants reserves the right to contest any unauthorized chargebacks and pursue recovery through appropriate legal means.

9. CONTACT INFORMATION

For further information or clarification regarding this Refund Policy, please contact:

Ezra Kumar

Esdras Consultants

Email: ezrakumar@esdras.in

Address: 1-3-183/40/21/49, Kavadiguda, Hyderabad, Telangana 500080, India

By engaging with our services, the Client acknowledges that they have read, understood, and agreed to abide by the terms of this Refund Policy.