Payment Terms, Refund & Cancellation Policy

Payment

If you select a regular payment method (for example a monthly credit card payment) and that payment fails to occur, we will suspend your website maintenance service and website access until payment has been made. The final prices and fees are inclusive of transactional taxes such as VAT where relevant.

You must bear the cost of fees, if any, for your chosen payment method.

You must bear any additional fees charged for currency conversion or other bank services associated with your payment method.

Delivery

Once payment is completed and confirmed, you will receive delivery of:

your product(s) within 24-48 hours. This is applicable to the domain and email products. These provisions should be read with our domain registration policy.

your website within 7 working days of approved submission of your content template following confirmation of payment.

your other software development or associated services within 7 – 10 working days.

Cancellation and Refunds

You can cancel an order at any time before payment is made. This applies to all products and subscriptions.

You can cancel an order which has been paid for and receive a full refund within 14 working days, provided you have not been engaged after order confirmation and that no work has been done on the order. This applies to all products and subscriptions offered.

You can cancel your annual domain registration subscription at any time. The domain will not be renewed after the expiry date. You will not be refunded for the fee paid for domain registration.

If your chosen domain name is unavailable and you have already completed payment, you will be refunded within 14 working days or you may be presented with the option to choose another available domain. This should be read in harmony with the domain registration policy.

We do not offer refunds for completed and delivered websites nor for any other completed work done.

The website setup fee will not be refundable even if you later cancel your subscription.

If you choose to cancel your website development order after payment has been made but before development has been completed, we will retain a fee commensurate to the development work already done up to the point of cancellation.

You can cancel your website maintenance subscription at any time. The following shall apply to your cancellation:

If your subscription is for annual payment for your website maintenance, you will be refunded the remaining credit balance of your annual subscription payment at the rate of the monthly subscription fee charge within 14 working days. Your cancellation will be effective from the new subscription month.

If your subscription is for monthly payment for your website maintenance, you will receive service up to the expiry of the current month and will not be charged for the new month.

You can cancel your email subscription at any time. The following shall apply to your cancellation:

If your subscription is for annual email payment, you will receive service up to the expiry of the current year and will not be charged for the new year. Your cancellation will be effective from the new year.

If your subscription is for monthly email payment, you will receive service up to the expiry of the current month and will not be charged for the new month. Your subscription will be cancelled effective from the new month.