Terms & Conditions

The use of this Website and/or our services constitutes your agreement to the following terms and conditions:

1. If you do not agree with any of these terms and conditions, please do not use this Website or our services.
2. If you are under the legal age of consent for your respective district, you are not allowed to access or use this Website or our services.
3. You acknowledge and agree that you must be of legal age to purchase any of our products or services available on this Website or otherwise.
4. By submitting an order and/or payment, you are acknowledging that you have read and understood these terms and conditions. You are also agreeing to be legally bound by these terms and conditions, which form the entire agreement between you and lt-writing.com.

**DEFINITION OF TERMS**

* "Website" means all online content on lt-writing.com website pages.
* "Customer," "You," "Yours" refers to you and/or any other person submitting an order to lt-writing.com on your behalf.
* "Company," "We," "Our" refers to lt-writing.com, a company registered under the laws of the State.
* "Product or Services" refers to all services and products provided by lt-writing.com to the customer in accordance with their order.
* "Order" means an order via phone or email made by the customer to purchase services or products provided by lt-writing.com. Orders are confirmed by down payments via check, credit card, cash receipt, bank wire transfer, Western Union, or PayPal transfer.

**OUR SERVICES**

By submitting the Order and/or payment, you are purchasing the Product for your use only. All Products are drafted by freelance writers who transfer all rights and ownership regarding the Products to the Company. All Products are non-refundable and come with no warranties, expressed or implied. It is your obligation to read these Terms and Conditions before submitting any Order and/or payment to this Website.

**REFUND POLICY**

It is important that you carefully read and understand the refund policy to have full knowledge of the privileges and limitations governed by the Professional Ghostwriter Policy. Refunds are offered only in specific cases and conditions, detailed below:

1. **Change of Mind**:
   * The customer is entitled to a 50% refund before our writers/editors start working on the project.
   * If you change your mind and decide to discontinue your project within one hour of placing your order, you can ask for a refund. In other cases, a 50% processing fee will be charged.
2. **Incompetent Delivery**:
   * Once the work is delivered, refunds can only be claimed after exhausting all the options below:
     + If the delivered work does not comply with project requirements (as documented by the customer).
     + We are committed to 100% satisfaction and offer unlimited revisions to ensure delivery meets expectations. We assign, re-assign, and re-write your work to ensure complete satisfaction.
     + Reserve free pages for future use of equivalent value, redeemable anytime.
     + If we still fail to deliver what you requested, a refund will be processed based on a mutual agreement on a set percentage (only in cases where the delivery is completely off the mark).
3. **Late Delivery**:
   * While we prioritize "On-Time Delivery," refunds will be processed if:
     + The company fails to deliver the requested service on time after at least three attempts to contact us.
     + Documentary evidence establishes that the delay was due to the company's fault.
4. **Refund Time Frame**:
   * Refunds must be claimed within 30 days of delivery. Refunds requested after this period will not be entertained.
   * Customers should note the refund deadline at the time of placing the order.
5. **Cases Where Refunds Will Not Be Issued**:
   * Minor technical errors, such as grammatical issues, typing errors, word count discrepancies, or missing references, will not qualify for a full refund. These will be addressed through mutual agreement, with partial refunds or discounts offered for future purchases.
   * The company will not be responsible for delays caused by the client.
   * No refunds will be issued based on dissatisfaction with the quality of writing.

**KDP Amazon Kindle Direct Publishing**:

* If you choose to publish through KDP Amazon Kindle Direct Publishing, certain refund policies apply:
  + If the client does not specify the book size during order placement and later changes their requirements after work has begun, a full refund or reimbursement will not be possible.
  + In such cases, refunds may be limited to 30% to 40% of the total amount paid, as KDP Amazon may provide partial compensation to the client.

By placing an order, you acknowledge and agree to these terms and conditions.