

REFUND & CANCELLATION POLICY

Project Readjustment

If a client faces a unanticipated emergency, unexpected business or personal situation and needs to readjust the terms of our project, please contact us immediately. We will work with you as efficiently and expediently as possible. Life happens. The sooner you communicate your situation to us, will enable us to adapt and create an appropriate solution.

Web Design

Payments for custom design projects are made to us in increments as a courtesy to the client. Once a payment or deposit is made, it is non-refundable. If a project is canceled or postponed, all monies paid are retained by Collectively Connected, LLC and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.

Web Development

Payments for custom web development projects are made to us in increments as a courtesy to the client. Once a payment or deposit is made, it is non-refundable. If a project is cancelled or postponed, all monies paid are retained by Collectively Connected, LLC and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.

Search Engine Optimization, Internet Marketing and Social Media Optimization

Payments for Search Engine Optimization, Internet Marketing and Social Media Optimization services are nonrefundable, and Collectively Connected, LLC does not issue pro rata refunds for fees paid in advance. Once a payment or deposit is made, it is non-refundable. All Setup fees are nonrefundable as it is applied to costs immediately incurred by Collectively Connected, LLC in initiating services. If a project is canceled or postponed, all monies paid are retained by Collectively Connected, LLC and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.

Chargebacks

If we receive a chargeback or payment dispute (i.e. PayPal Dispute) from a credit card company or bank, your service and/or project will be suspended without notice. A \$50 chargeback fee (issued to recover fees passed on to us by the credit company), plus any outstanding balances accrued as a result of the chargeback(s) must be paid in full before service is restored, files delivered, or any further work is done. Instead of issuing a chargeback, please contact us to address any billing issues. **Requesting a chargeback or opening a PayPal dispute for a valid charge from us is fraud, and is never an appropriate or legal means of obtaining a refund.** Please read and make sure you fully understand our refund policy prior to making a payment.

Website Hosting

Payments for past months of web hosting are non-refundable. Hosting accounts are set up at the time of order and are allotted a specific amount of server resources, according to the plan purchased. If client did not make use of the account, payment for services is still due. Hosting accounts are not canceled until notice is received from the client in writing, or until 15 days after due date of payment not received. If client paid for hosting account for 6 or 12 months ahead and cancels service before plan expiration date, a refund may be given for the months not yet elapsed. If client received free products and/or services with their hosting plan purchase, the value of the free services will be deducted from the refund amount.

Collectively Connected, LLC reserves the right to disable and/or terminate a user's account if a user is found in violation of the terms. Accounts terminated due to policy violations will not be refunded.