

Digital 55 Refund & Cancellation Policy

The following is the cancellation and refund policy for Digital 55's **Digital Services (*)**:

- All projects begin with a complete analysis, discovery, and creation of a scope of work proposal document. This process ensures that both parties completely understand the work requirements thus lessening the likelihood for cancellations, reversals, and/or disputes in projects.
- We do not issue refunds for digital services once the order is confirmed and the project moves into the planning phase. A refund is not possible for work already completed.
- Once mock-ups (if required) are approved and/or development begins neither whole nor partial reimbursements will be given.
- SEO and digital marketing service packages are non-refundable. However, the client may cancel such services with a 30 day-written notice. If the client is under contract, they may be subject to a cancellation fee.
- No refunds are offered on deposits or payments for abandoned or dormant projects. The cut-off time for abandoned or dormant projects is 30 days. Digital 55 will contact you two (2) times in that 30-day period to request content. If content is not provided within that 30-day period, your account will be considered dormant or abandoned and subject to a reactivation fee.
- If a project is terminated on a mutual basis, the client will be given control of the completed work once they have paid for said work. In this case, any payment for further development will become void and no previous payment or deposit will be refunded.
- Should the client choose to terminate hosting services with Digital 55, the website files will be transferred in accordance with the terms outlined in section 5.3 of our MSA and SOFTWARE AND CONTENT AVAILABLE THROUGH THE DIGITAL 55 SITE/SERVICES section of our Terms of Service, once the account/contract terms are paid in full.
- During the first 30 days of service, you may cancel your account at any time excluding individual websites and packages. Note that refunds will not be given for work done during this period.

Digital Products ()** Digital 55 honors refund requests for non-tangible (digital) products under the following exceptional circumstances:

- **“Non-delivery of the electronic product”** – download issues due to Digital 55 server problems, software compatibility issues, issues originated from client’s email service provider, or unzipping difficulties. Claims for non-delivery must be submitted within 7 days from the date of purchase. A digital product is considered received and downloaded if no claim was submitted.
- **Digital Product “not as described”** – such issues must be reported within 7 days from the date of purchase. Detailed, clear evidence must be provided with proof that the purchased and delivered digital product is “not as described” by Digital 55. All objections based purely on the customer’s false anticipations or desires do not meet the requirements for refunds.
- **Major or Critical Defects** – Digital 55 tests every digital product before release. However, unforeseen defects can arise from time to time. Claims for such errors must be submitted within 7 days from the date of initial access. Digital 55 reserves the right to correct such errors within 3 business days. If no satisfactory remedy is supplied, then the customer is entitled to a full refund of the purchase the following business day.
- **Software Compatibility** – Digital 55 will not offer refunds for materials that do not work because of software incompatibility issues.

* **Digital Services** include SEO and digital marketing packages, WordPress Security Management, Industry Trend Research, Web Consultancy, Website Design and Revamp, Search Engine Optimization (SEO), Online Operations, Full Service Email Marketing, Content Creation, Social Media Services including any consulting, Market Insights, Strategic Planning, Web Analytics, and Marketing Strategies.

** **Digital Products** include blog posts, text and video tutorials, webinars, downloadable software, email marketing blast tools, SMS blasts, website themes, logos, PDFs, downloadable links, photos, web graphics, and templates.

Digital 55 reserves the right to revise the terms of this policy at any time.

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