

# Refund and Cancellation Policy

Our refund policy has been devised to define the situations under which Linear Web Solutions will provide a refund, the procedure for claiming a refund and the responsibility of Linear Web Solutions in circumstances resulting in such a claim. By registering for any of our services you are declaring that you accept and agree with all the terms and conditions outlined in the refund policy.

All the information that we collect is utilized for bettering our website's content, to notify the clients about our website updates or to look into the problem with their request. In case you do not want to receive any email from us in the future, please inform us by writing in to us either through e-mail or letter.

## Coverage & Scope

- Our refund policy covers the refunds by Linear Web Solutions and/or a website owned and managed by Linear Web Solutions a creative digital agency Australia.
- This policy does not have any application for companies which are not owned or controlled by Linear Web Solutions or for persons not employed or managed by Linear Web Solutions. This includes any third-party service and / or product providers bound by contract and also, any third-party websites to which Linear Web Solutions's website link.

## Filing a Complaint

- At Linear Web Solutions we take every project with the final product in sight. It is as much our responsibility as the client's. So, we believe that every effort should be made to reach a solution that is fully acceptable reciprocally in case of any situation where dissatisfaction related to services comes. Only when things are completely out of hand that refund should be considered.
- Our final aim is to come to a mutually acceptable solution. Even then if for some reason you are not satisfied and think about going for a refund claim, it is our request that you take out a few precious minutes to write to us at [info@linearwebsolutions.com.au](mailto:info@linearwebsolutions.com.au) for a final dialogue prior to requesting a refund.
- Only if we are unable to reach a common ground with you after talks should a refund claim be filed.

## Eligibility for refund

At Linear Web Solutions every project is important to us and we make sure that we handle each project with utmost care and professionalism. Our aim is to provide the results as per the terms and conditions of the proposal. However, despite every measure if the client is not satisfied with the results and chooses to go for the dispute resolution process, we consider refund requests as per the following program in which our services and refund policy related to each service is very clearly listed:

### *Website*

### *Web / Graphic design*

### *Delivery Time*

- Full refund: In cases where the project has not been started or if the initial design style has not been approved. The Full Refund policy will initiate after receive the upfront payment date and will take 180 Days to refund the amount.
- Partial refund: If there is a failure to deliver as per our delivery policy after the approval of the initial design style. The partial refund will be in proportion to the work completed.
- No refunds: If the project has been completed and uploaded on the server.

### *Logo design / brochure design*

- Full refund: In cases where the project has not been started or if the initial design style has not been approved.
- Partial refund: If there is a failure to deliver as per our delivery policy after the approval of the initial design style. The partial refund will be in proportion to the work completed.
- No refunds: If the project has been completed and uploaded on the server.

#### Web programming

- Full refund: If the project has not been initiated.
- There is an agreement for every web programming project. However, if there is no agreement and no clear discussion of refund policy, the following delivery policy will hold true.
- Partial refund will be issued as per the judgement of the service provider if we fail to complete the project in accordance with the delivery policy and contract of agreement. The amount will be calculated by Linear Web Solutions taking into account the proportion of the project completed and the proportion yet to be completed as per the pre-defined scope of the project.

#### 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.

Linear Web Solutions 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.

**No refunds:** If the Hosting has been approved and started and meet 60 business working days and uploaded on the server.

**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.

#### SEO (Search Engine Optimization)

- Payments for Search Engine Optimization, Internet Marketing and Social Media Optimization services are non-refundable, and Linear Web Solutions do 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 non-refundable as it is applied to costs immediately incurred by Linear Web Solutions in initiating services. If a project is cancelled or postponed, all monies paid are retained by Linear Web Solutions and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.
- No refunds: If you change your mind in between the contract period to switch to other SEO companies. If we have already started the work and meet 4 months maximum, after that time period if you wish to cancel or change your mind for any reason.

#### Applicability of the Delivery Policy

**NOTE:** *Linear Web Solutions delivery commitment is subject to:*

- A project is not taken to be void unless the agreed upon payments are clear.
- Refund policy is not applicable if the required information for the successful completion of the project is not given to us at proper time. If there is delay or failure in completion of the project due to improper communication from client, it cannot be attributed to Linear Web Solutions.
- If the information provided by the client is incomplete and/or complete information regarding the project is not provided at the initiation of the project, Linear Web Solutions is not liable to follow its delivery or refund commitments.
- There is no provision for compensation for the delay of delivery under any conditions, until and unless there is an agreement signed with a penalty clause for delay in delivery.

#### Limitation of Liability

Linear Web Solutions liability is bound by the value of the chunk of the project (as per our proposal) which remains incomplete at a given point of time. Linear Web Solutions is not obligated for losses due to the services provided/ not provided or the delay in the same at any point of time. The liability to refund holds only if the project has been cancelled by the client and such cancellation has been communicated to Linear Web Solutions in writing.

#### Processing of Refunds

The partial refunds will be processed and mailed within 180 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project ie; refund by check or refund by credit card.

And The full refunds will be processed and mailed within 50 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project ie; refund by check or refund by credit card.

#### Changes

Linear Web Solutions may at any time, without prior notice under its sole discretion, amend this policy from time to time. You are therefore requested to review this policy periodically. Your continued use of Linear Web Solutions website after any such amendments automatically implies your acceptance of the same thereof.

#### Contacting us regarding our refund policy

If you have queries or suggestions regarding our refund policies kindly e-mail us at [info@linearwebsolutions.com.au](mailto:info@linearwebsolutions.com.au)