REFUNDS AND CANCELLATION POLICY

Servicify

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1. Scope of this policy

This policy governs withdrawal from a contract, project cancellation and refunds for Servicify services. The applicable rules depend on whether you are a consumer or a business customer, the law governing your order, the work supplied and the grounds for ending the contract.

The agreement and the document setting out the scope, price and acceptance criteria (the Specification) establish the terms of your order. Neither those documents nor this policy exclude rights that cannot lawfully be waived or restricted.

2. Applicable version

Your order documents identify the versions of the agreement, Specification and policies accepted for the order. A later update to the public website does not change those terms retrospectively.

During development, before service launch or binding use with customers, the current policy may be updated. After launch or such use, changes are published as a new version and previous applicable versions are retained.

3. Free concepts

Requesting or selecting a free concept does not oblige you to order paid development. No development charge arises solely because you decide not to proceed.

The conditions governing use of the concepts remain applicable. Declining development does not itself transfer rights to publish a concept or use it to build a website.

4. Payments and advances

The initial payment consists of 50% of the development price and 100% of separately itemised, agreed additional services. The remaining 50% of development is payable after approval of the completed website and before handover. Recurring charges follow their separately agreed terms.

The initial development payment is an advance. Starting work does not make it automatically non-refundable. The same principle applies to advance payment for additional services: any amount retained requires a contractual or legal basis.

5. Grounds for a refund

A refund may arise from a valid exercise of the right of withdrawal, cancellation or termination, a duplicate or incorrect payment, non-performance, delay or non-conformity, where the agreement or applicable law provides for that remedy.

The amount depends on the relevant grounds, payments received and sums that may lawfully be retained. Submitting a request does not by itself establish the refund amount; however, exercising a statutory right of withdrawal does not require Servicify's approval.

6. Consumer right of withdrawal

Where an applicable statutory right allows you to withdraw from a distance service contract, you may exercise it without giving a reason. Under the EU rules for these contracts, the usual period is 14 calendar days from conclusion of the contract. This period does not automatically apply to business orders.

Before you enter into the contract, we provide information about the applicable period, how it is calculated, the available methods of withdrawal and any exceptions. Failure to provide required information may extend the period or have other consequences prescribed by law.

A website being designed for an individual customer does not by itself exclude the consumer's right of withdrawal. Where the law permits that right to end after full performance, it ends only after the service has been fully performed and all required conditions concerning express consent, acknowledgement and information have been met. Starting work is not full performance.

7. Starting work before the withdrawal period ends

If you want work to begin before the applicable withdrawal period ends, sign the separate request we provide with the agreement. It explains the consequences of an early start, including possible proportionate payment on withdrawal and the conditions for losing the right after full performance.

Signing the agreement or paying does not replace this separate request. Without it, we wait until the applicable withdrawal period has ended. In either case, work starts only after the other agreed conditions have been met and Servicify has confirmed the start date in writing.

If you validly request an early start and subsequently withdraw before full performance, you may be required to pay the proportionate value of services supplied up to the time you informed Servicify of your withdrawal, but only where permitted by law. The calculation takes account of the agreed total price or another legally required valuation basis and documented services supplied.

Where the applicable EU rules provide that no payment is due because required withdrawal or cost information was not supplied, or because you did not expressly request an early start, we do not charge for services supplied during the withdrawal period. The advance is not automatically retained in full.

8. Project cancellation and termination

Where the statutory withdrawal right does not apply or has expired, cancellation or termination is governed by the agreement, Specification and mandatory law.

We establish the applicable grounds and effective end date, the services already supplied, accepted results and outstanding corrections, unstarted work and avoidable costs, agreed third-party expenses, payments received and previous refunds.

After the effective work cutoff, Servicify does not continue avoidable work that would increase the amount charged. Any necessary remaining action and the arrangements for project materials, access, licences and handover are determined by the agreement and law.

This policy does not impose a fixed cancellation fee or an automatically retained percentage. Cancellation does not remove the customer's rights concerning delay, non-performance or non-conformity.

9. Review, corrections and acceptance

The Specification sets out the agreed results and acceptance criteria. You may accept the work, identify a failure to meet those criteria or raise specific objections. Silence is not acceptance.

Errors and failures to meet agreed requirements are addressed through the applicable correction process. That process does not remove any statutory right to withdraw, terminate the contract, obtain a price reduction or receive a refund. Where the law requires an opportunity to correct a problem before another remedy is available, that requirement applies.

Acceptance of a stage is evidence of work supplied. It does not by itself make the corresponding part of the payment non-refundable.

10. Calculating the amount due

We base the calculation on your order documents and the applicable law. We verify payments received, the relevant dates, work supplied and its agreed value, corrections and disputed items, justified third-party expenses, previous refunds and payment reversals.

Payments are checked against bank or payment-provider records. A receipt or screenshot may help identify a payment, but does not by itself establish that funds were received.

The calculation identifies the amount received, any amount lawfully retained and the balance to be refunded. Agreed stage percentages do not override statutory valuation rules. Future work that has not been supplied is not treated as completed work.

We provide a written explanation of the grounds, amounts and supporting information. You may challenge specific items or provide additional information for review.

11. Refund method and timing

Where the EU reimbursement rules following withdrawal apply, we refund sums due without undue delay and no later than 14 calendar days from the day we are informed of your decision to withdraw. We use the original payment method unless you expressly agree to another method that involves no fees for you.

For other grounds, the applicable deadline and method are determined by law and the agreement. We tell you the amount to be refunded, the calculation basis, the method and the date the refund was initiated, and provide the relevant transaction confirmation and any required accounting documents.

The time taken for funds to appear in your account may depend on your bank or payment provider. This does not extend a statutory deadline or remove Servicify's obligations. If another party processes the payment or refund, the order documents and confirmation identify that party and its role.

12. How to withdraw from a contract

Send an unequivocal statement that you wish to withdraw to support@servicify.ai or use another lawful method specified in your withdrawal information. You may use the model form, but it is not compulsory. Include your name and sufficient information to identify the contract; an order number helps us locate it. Give an email address for confirmation. Do not send card details, passwords or access codes.

Where the law requires an online withdrawal function for a contract concluded through an online interface, Servicify provides that function throughout the applicable withdrawal period, with a submission confirmation step and a receipt containing the statement and its submission date and time in a form you can retain. Other lawful methods remain available.

Under the applicable EU rules, it is sufficient to send your withdrawal statement before the period expires. Keep a copy and evidence of sending it. You do not need to wait for Servicify to approve your withdrawal.

13. Cancellation, payment and correction enquiries

For project cancellation, a payment correction, a refund request or a dispute concerning the work, write to support@servicify.ai or use the support channel specified in your order documents. Identify the order, describe what you are requesting and attach relevant information where available.

We record receipt and send an acknowledgement. An acknowledgement confirms receipt, not the amount of a refund or the outcome of a contractual dispute. This does not make a statutory withdrawal or another unilateral right conditional on our consent.

You retain any right to contact a court, competent authority or payment provider. Correspondence with Servicify does not prevent a complaint or payment dispute available under law or payment-system rules.

14. Related documents

Read this policy together with the Terms & Conditions, Delivery & Fulfilment Policy, Privacy Policy and the agreement and Specification for your order. Those documents define the agreed service, start and handover conditions, and the treatment of personal data.

Where a provision conflicts with a mandatory legal requirement, that requirement prevails. A general description on this page cannot restrict rights that cannot lawfully be excluded.

Related policy pages:

- Terms and Conditions: https://servicify.ai/terms
- Service Delivery: https://servicify.ai/delivery-fulfilment
- Privacy Policy: https://servicify.ai/privacy