



## REFUND POLICY

### **Refund on: Products / Designs / Templates**

If you are not 100% satisfied with your purchase, within 21 days from the purchase date, we will fully refund the cost of your order. This is valid only on Ready Made Templates (including HTML and Wordpress templates)

This does not include the time spent on modifications and customising of templates. All customisations fall under the the Services section of this policy.

### **Refund on: Services**

**We aspire to please our clients and answer their job briefs as well as possible. However once agreement is signed by both parties, and client approves the concepts, we can not provide refunds on work performed after this.**

**We do provide refunds on initial consultations (However initial consultations in most cases, we do not charge)**

We do not make refunds on services covered by the following work performed.

- 1) Customisation of existing templates
- 2) Coding and designing custom templates (including HTML, Wordpress, PHP)
- 3) Custom designed logos or graphic design services

### **Refund on: Hosting and Domain names**

We do not make refunds on Hosting or Domain Names.

However you can cancel prior to expiration of the period for which you have applied for, which will stop the service at the end of the agreed period.

By working with the Freelance services of individual Raygana Toefy trading as Webcentric, you agree to the above Refund Policy.

This policy is available on our website [www.webcentric.co.za/refundpolicy.pdf](http://www.webcentric.co.za/refundpolicy.pdf)  
For more information email us [info@webcentric.co.za](mailto:info@webcentric.co.za)