

## Refund Policy

### 1. Introduction

This Refund Policy outlines the conditions under which refunds may or may not be issued for services purchased from ByteBlaze (“ByteBlaze”, “we”, “our”, “us”). Due to the digital, service-based, and customized nature of our offerings, most services become non-refundable once activated, processed, or delivered.

By purchasing our services, the client agrees to the terms outlined in this policy.

### 2. General Refund Policy

ByteBlaze provides no refunds for services that have already been:

- Activated
- Provisioned
- Licensed
- Installed
- Customized
- Delivered
- Assigned resources
- Used or accessed by the client

Refunds are also not provided for delays caused by:

- Client’s failure to provide required information
- Incomplete content submission
- Improper access credentials
- Third-party service outages
- Scope changes requested by the client
- Change of mind after project commencement

### 3. Strictly Non-Refundable Services

**The following services are 100% non-refundable under all circumstances, due to licensing costs, digital resource usage, development hours, and third-party policies:**

### **3.1 Development & Digital Services**

- **Website Development**
- **Web Design**
- **Software Development & Maintenance**
- **Mobile App Development**
- **E-Commerce Development (Shopify, WooCommerce, Custom)**
- **E-Commerce Optimized Services**
- **Branding, Graphic Design & UI/UX**
- **Website Maintenance Plans**
- **Developer Support Plans (Basic, Advanced, Pro)**

### **3.2 IT & Technical Services**

- **Managed IT Service Providers**
- **Managed Cloud Services**
- **Cybersecurity Solutions**
- **Network & Infrastructure Management**
- **IT Consulting**
- **System Administration & Server Management**

### **3.3 Hosting & Server Services**

- **cPanel Hosting Plans**
- **cPanel Business Hosting**
- **cPanel Reseller Hosting**
- **Cloud Hosting (AWS, Google Cloud, Azure)**
- **VPS/Dedicated Server Management**
- **Email Hosting Plans**

- **Resource Upgrades (Storage, Bandwidth, CPU, RAM)**

### **3.4 Licensing**

- **Dedicated IP**
- **SSL Certificates**
- **Software Licenses**
- **Invoice/Billing System Licenses**
- **Panel/Platform Access Licenses**  
**(All licenses are non-refundable once issued.)**

### **3.5 Marketing Services**

- **Social Media Management**
- **SEO Optimization**
- **Digital Marketing Campaigns**
- **Content Creation Services**
- **Paid Advertising Setup or Management**

### **3.6 Registration Services**

- **Domain Registration (All TLDs)**
- **Domain Transfers**
- **Business Registrations**  
**(Domain costs are paid to global registries and are non-reversible.)**

## **4. Refundable Services (Limited Cases Only)**

**The following services may be eligible for a partial or full refund, subject to review by ByteBlaze:**

### **4.1 Duplicate Payment**

**If a client has accidentally made a duplicate payment, we will issue a refund or apply it as account credit.**

### **4.2 Service Not Delivered**

**A refund may be considered only if:**

- The service has not been started
- No resources, licenses, or hosting accounts have been provisioned
- No development or work hours have been allocated

#### **4.3 Overpayment or Billing Error**

**If a billing mistake occurred from our end, a correction or refund will be issued.**

**ByteBlaze reserves the right to approve or deny refund requests at its discretion.**

#### **5. Project Cancellation Policy**

**If a client decides to cancel a project:**

- No refunds will be issued for any payments already made.
- Completed work up to the cancellation date will be provided (if applicable).
- Remaining payments may still be due depending on the contract or agreement.

#### **6. Subscription & Renewal Policy**

**Subscription-based services (hosting, email, maintenance, licenses) must be canceled before the renewal date.**

**Once renewed:**

- Renewals are non-refundable
- Non-renewed services may be suspended or terminated
- Data may be permanently deleted after the retention period (usually 30 days)

#### **7. Turnaround Time for Eligible Refunds**

**If a refund is approved:**

- Processing time: 7-14 business days
- Refund method: Same payment source used for purchase

- **Bank delays are beyond our control**

## **8. Chargebacks & Disputes**

**Unauthorized chargebacks are considered a breach of our Terms.**

**If a client initiates a chargeback:**

- **All services may be immediately suspended**
- **All project files and deliverables may be withheld**
- **Legal or recovery actions may be pursued**
- **Additional fees may be applied**

**We encourage clients to contact us first for resolution.**

## **9. Contact Information**

**For refund-related inquiries, reach us at:**

**ByteBlaze**

**1211/7, Sri Selawimala Mawatha, Athurugiriya**

**+94 72 607 6755**

**[info@byteblaze.biz](mailto:info@byteblaze.biz)**