

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

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