Refund Policy - KnowCode

Refund Policy

Effective Date: 05/07/2024

At KnowCode, a unit of DigitalSquad LLC ("we," "our," or "us"), we are committed to ensuring customer satisfaction with our services. This Refund Policy outlines the circumstances under which refunds may be granted and the procedures for requesting them. Please read this policy carefully to understand your rights and our practices regarding refunds.

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1. General Refund Policy

We strive to deliver high-quality services that meet your expectations. However, refunds may be considered under specific conditions as outlined below:

1.1 Refund Eligibility

Refunds are only applicable to specific services purchased directly from KnowCode. Refunds will not be granted for:

- Services rendered in full and delivered as per the agreed terms.
- Custom or personalized services that have commenced upon customer approval.
- Situations arising from delays or issues caused by the customer, such as incomplete or inaccurate information.

1.2 Non-Refundable Services

The following services are non-refundable:

- Consultation fees
- Initial deposits or setup fees
- Printing services once the production process has begun

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2. Refund Requests

To request a refund, you must contact us within the specified timeframe as outlined in Section 3. All refund requests must include:

- Your name and contact information
- Proof of purchase (e.g., order confirmation, invoice number)
- A detailed description of the issue or reason for the refund request

Refund requests should be sent to:

Email: refunds@knowcode.us
Phone: (404) 984-2226

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3. Timeframe for Refund Requests

3.1 Design and Development Services

Refund requests must be submitted within 14 days of the delivery of the final product. Refunds will only be granted if:

- The delivered work does not align with the agreed-upon scope.
- Substantial errors or omissions are present that cannot be rectified.

3.2 Digital Marketing Services

Refund requests must be made within 7 days of the billing date for recurring services. Refunds are only applicable for:

- Services not initiated as per the agreement.
- Errors in billing or overcharging.

3.3 Business Process Outsourcing (BPO) and Knowledge Process Outsourcing (KPO)

Refund requests must be submitted within 14 days of service delivery. Refunds will not be granted for:

- Services completed as per the contract.
- Dissatisfaction due to subjective preferences.

3.4 Printing Services

Refunds will not be issued once printing has commenced unless:

- The printed material does not match the approved proof.
- There are manufacturing defects in the delivered products.

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4. Refund Process

4.1 Review of Requests

Upon receiving a refund request, we will:

- Acknowledge receipt within 3 business days.
- Review the request and associated documentation within 7 business days.
- Contact you if additional information is required.

4.2 Resolution

After reviewing your request, we will:

- Approve the refund, if eligible, and initiate the refund process.
- Deny the request if the criteria outlined in this policy are not met, with an explanation provided.

4.3 Refund Method

Approved refunds will be processed using the original payment method. Refunds may take up to 14 business days to reflect in your account, depending on your financial institution.

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5. Cancellations

5.1 Service Cancellations by the Customer

- For ongoing services, cancellations must be submitted in writing at least 7 days before the next billing cycle to avoid additional charges.
- Cancellation fees may apply based on the stage of service delivery.

5.2 Cancellations by KnowCode

We reserve the right to cancel services under the following circumstances:

- Non-payment or delayed payment
- Violation of terms and conditions
- Technical or operational constraints

In such cases, refunds will be issued for any unused portion of prepaid services.

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6. Exceptions

We reserve the right to make exceptions to this Refund Policy on a case-by-case basis. Such exceptions will be documented and communicated to the customer in writing.

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7. Changes to This Refund Policy

We may update this Refund Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website, and the "Effective Date" will be revised accordingly.

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8. Contact Us

If you have any questions or concerns about this Refund Policy or need assistance with a refund request, please contact us:

KnowCode (DigitalSquad LLC)
4108 Redan Rd. Ste. A3,
Stone Mountain, GA - 30083

Phone: (404) 984-2226
Email: refunds@knowcode.us