

Northern Rivers Digital

Your Truly Local Digital Marketing Specialist

Refund Policy

Northern Rivers Digital will go above and beyond for our clients. We pride ourselves on our quality, and customer satisfaction. If for any reason you are dissatisfied with our services please reach out immediately so we can work together towards a solution.

Websites

Payments for web design projects are made to us in increments as a courtesy to the client. In most cases 50% at the beginning of the project and 50% upon completion of the project. Website development projects usually compromise two components: Web Design and Web Development. Web design includes the initial website mockup and layout design. Web development includes CMS/Blog implementation ,and custom PHP/ASP/JSP coding. Web developed is an hourly charged service and not included in our packages.

You are entitled to get a refund of the upfront payment you made (if any) in the event of: (If we have purchased the domain, plug-ins etc you will not be entitled to a refund for these items)

- You are not satisfied with initial design mockup.
- We didn't start your project at all or we're unable to start soon.
- You want to cancel the project within 24 hours of making the first 50% deposit payment.

No refund will be given if:

- You have already approved the design mockup.
- The project delays are caused by lack of communication from your end.
- You change your mind on the requirements and we are unable to fulfil the job order.

Change of mind after approval of design mock-up will incur additional chargers (at the discretion of NRD).

Digital Services

Payments for Digital services are non refundable, and we do not issue pro rata refunds for fees paid in advance. Once a payment or deposit is made, it is non-refundable.