



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 Upon acceptance of Job Client is to pay for Hosting in full (if applicable)

- 30% Due on Acceptance of Job
- 30% Due on Mock-Up of Site (Provided in UX or as a link)
- 30% Due on Final Drafting of Website Site
- 10% Due on Completion of Website Design

Web design includes the initial website mockup and layout design. Web development includes CMS/Blog implementation, e-commerce s

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.
- We are unable to complete the project as per the project's specifications.
- You want to cancel the project within 24 hours of making your initial 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.

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.

Service Cancellation Refunds

Payments for Digital services are non refundable, and we do not issue pro rata refunds for fees paid in advance. If you wish to cancel your service, please provide two weeks notice in writing to accounts@northernriversdigital.com be mindful when consider this when making payments.