

Refund & Cancellation Policy

At **Skye Digital**, we are committed to delivering high-quality digital services to our clients. Because we invest time, strategy, and creative resources from the moment work begins, we've outlined the following refund and cancellation terms to ensure transparency and fairness for both parties.

1. General Policy

By signing up for any service with Skye Digital, the client agrees to this Refund and Cancellation Policy. All requests for cancellation or refund must be submitted in writing via email to help@skyedigital.co.za.

2. Monthly Services (e.g., SEO, GBP Management)

2.1 Cancellation

- Clients may cancel any monthly service with **14 days' written notice** prior to the next billing cycle.
- Cancellations requested after the billing date will apply to the following month.
- No partial month refunds will be issued.

2.2 Refunds

- Due to the nature of digital services, **monthly service fees are non-refundable once work has commenced** in that billing cycle.
 - If a payment is made but the work has not yet started, a full refund may be requested within 48 hours of payment.
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3. Website Design & Development

3.1 Cancellation

- The client may cancel the project at any stage by providing written notice.
- If work has begun, the client will be invoiced for completed work and/or milestones to date.

3.2 Refunds

Refunds for website projects are issued on the following basis:

- **Before work begins:** 90% refund of any advance deposit.
- **After discovery/planning phase:** 75% refund of deposit (25% retained for time spent).
- **After design phase delivery:** 50% refund of deposit (50% retained).
- **After development begins:** No refunds, but project may be paused or rescheduled.

4. Non-Refundable Items

The following are non-refundable:

- Domain name registration or renewal fees
 - Third-party plugin or licensing costs
 - Completed design work or approved deliverables
 - Strategy consultations or audits
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5. Disputes and Chargebacks

Clients agree to first contact Skye Digital to attempt to resolve any issues. Unauthorized chargebacks or disputes filed with a payment provider without notifying Skye Digital may result in suspension of services and/or legal action.

6. Changes to This Policy

We reserve the right to update this policy at any time. Any changes will be posted on our website and communicated where appropriate.

Questions?

If you have any questions about this policy or would like to request a cancellation, please email:

 help@skyedigital.co.za