

Refund & Cancellation Policy

Company Name: Divuzl Digital Solutions Private Limited

Effective Date: 28/07/2025

1. General Policy

At Divuzl Digital Solutions Pvt. Ltd. ("Divuzl", "we", "our", or "us"), we are committed to providing high-quality digital services and maintaining transparency in all our business dealings. This Refund and Cancellation Policy outlines the terms under which refunds or cancellations are accepted.

2. Service-Based Nature

Divuzl offers personalized services including but not limited to:

- Branding & Design
- Digital Marketing Campaigns
- Website & App Development
- Content Production
- Legal & Strategic Consultancy

Due to the custom nature of these services, time and resources are invested from the start, hence full refunds are generally **not applicable** once work has commenced.

3. Cancellation Policy

3.1 By the Client:

- Cancellations can only be made **before the project commencement or initial planning phase**.
- If cancellation is requested **after work has begun**, a cancellation fee (up to 50% of the total project value) may apply, based on work already completed.

- Monthly retainers can be canceled with **15 days prior notice** in writing. The client is liable to pay for work done up to the cancellation date.

3.2 By Divuzl:

- We reserve the right to cancel a project or service due to non-cooperation, non-payment, or breach of terms.
 - If Divuzl cancels a project without cause, a proportionate refund will be processed for the unutilized portion of services.
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4. Refund Policy

4.1 Non-Refundable Situations:

- No refunds will be issued for:
 - Completed design or development projects.
 - Retainer or subscription fees once the month has begun.
 - Delays caused by the client (e.g., no feedback, content delay, or lack of communication).
 - Marketing campaigns where budget is already spent on ads or platforms.

4.2 Eligible Refunds:

- If the client has made an advance payment and cancels **before project initiation**, up to **80% of the amount may be refunded**.
 - If the project has been partially completed and terminated mid-way with mutual agreement, a **partial refund may be processed** after deducting applicable work hours and resource costs.
 - Refunds will be made within **15 working days** from the approval of the refund request.
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5. Process for Refund or Cancellation Requests

To initiate a cancellation or refund:

1. Email your request to **contact@divuzl.com** with:
 - Project name
 - Date of agreement
 - Reason for cancellation/refund
 2. Our accounts & legal team will evaluate your request.
 3. An official communication will be sent within **7 working days** stating approval or rejection with reasons.
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6. Dispute Resolution

All disputes regarding cancellations or refunds shall be governed by Indian law and fall under the jurisdiction of the courts in **Budaun, Uttar Pradesh**.

7. Changes to This Policy

Divuzl reserves the right to update this policy at any time. Any changes will be communicated via our website or through official communication.

 **Email for Requests:** contact@divuzl.com

 **Phone:** +91 9220660377