

# Refund Policy

Last updated: July 6th, 2025

I value transparency and fairness. This Refund Policy outlines the terms under which refunds may or may not be issued for my web development services.

## 1. General Rule – No Refunds After Work Begins

Due to the custom nature of my work, no refunds will be issued once the project has started, including after the initial planning, design, or development work has begun. This applies to all packages.

## 2. Upfront Payment Requirement

All projects require full payment before commencement. This secures your spot and allows me to allocate time and resources exclusively to your project.

## 3. Right of Withdrawal (EU Customers)

As a client within the European Union, you may have a 14-day right of withdrawal for digital services. However, this right is waived if you explicitly request that work begins before the 14-day period ends. By paying and confirming the project, you acknowledge and accept that work may start immediately and that your right of withdrawal is forfeited in accordance with Article 16 of the EU Consumer Rights Directive.

## 4. Exceptional Cases

In rare and exceptional circumstances (e.g., service failure on my part, project not delivered at all), a partial or full refund may be considered at my sole discretion. These cases will be assessed individually.

## 5. Cancellations Before Project Start

If you cancel the project before any work has begun, and within 14 days of payment, a refund may be issued minus any administrative or processing fees (e.g., bank or payment platform fees).

## 6. No Refunds for:

- Change of mind after work has started
- Delays caused by the client (e.g., lack of feedback or content)
- Completed work delivered as agreed
- Services outside the scope of the original agreement

## 7. Contact for Refund Requests

To discuss a cancellation or refund request, please contact me at [mferret.pro@gmail.com](mailto:mferret.pro@gmail.com).

## 8. Courses (Udemy).

Courses are sold through Udemy. You benefit from a 30-day money-back guarantee, in accordance with Udemy's terms and conditions. Refunds must be requested directly through your Udemy account.

Freelance Web Developer

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