Refund Policy

Solvix Digital Solution, Registration No. 202603265810 (SA0658832-X) | Effective date: 6 October 2026

This Refund Policy applies to all payments made to Solvix Digital Solution ("Solvix Digital", "we", "us") for our services and software products. By making a payment, you agree to this policy.

1. What we provide

We provide digital services and software only. These include company websites, web application development, backend API development, and subscriptions to our software products. We do not sell physical goods.

2. Custom development projects

Custom projects include websites, web applications and APIs built to your requirements.

1. **Deposit.** A deposit of 50% of the project fee is payable before work begins. The deposit secures your project slot and covers planning and initial work.
2. **Before work begins.** If you cancel in writing before we start work, we will refund the deposit in full.
3. **After work begins.** Once work has started, the deposit is non-refundable. This is because time and resources have already been committed to your project.
4. **Milestone payments.** Payments for completed and delivered milestones are non-refundable.
5. **Cancellation mid-project.** If you cancel partway through, you pay for work completed up to the cancellation date. Any amount paid beyond the value of completed work will be refunded.
6. **After final delivery.** Once the project is delivered and accepted, or the source code or live site has been handed over, no refund is available.

3. Software subscriptions

This section covers subscriptions to our software products, billed monthly or yearly.

1. **First payment.** You may request a full refund within 7 days of your first subscription payment if the product does not meet your needs.
2. **Renewals.** Renewal payments are non-refundable. You may cancel at any time, and your access continues until the end of the paid period.
3. **Yearly plans.** We do not give pro-rated refunds for unused months on yearly plans, except where required by law.
4. **Free trials.** No payment is taken during a free trial, so no refund applies.

4. When we will always refund

We will refund you in full for the affected payment if:

- you were charged twice for the same invoice or subscription period;
- you were charged an incorrect amount because of our error;
- we are unable to deliver the service you paid for and cannot offer an acceptable alternative.

5. When refunds are not available

Refunds are not available for:

- a change of mind after work has started or after the 7-day subscription period;
- delays caused by late content, feedback or approvals from your side;
- third-party costs already paid on your behalf, such as domain names, hosting, SSL certificates, plugins and licences;
- problems caused by changes made to the delivered work by you or another party;
- accounts suspended or closed for breaching our terms of service.

6. Fixing problems before refunding

If delivered work does not match the agreed scope, tell us within 14 days of delivery. We will correct it at no extra cost. A refund is considered only if we are unable to fix the issue within a reasonable time.

7. How to request a refund

Email support@solvix-digital.com with:

- your name and business name;
- the invoice or payment reference number;
- the payment date and amount;
- the reason for your request.

We will reply within 3 business days and give you a decision within 7 business days.

8. How refunds are paid

Approved refunds are paid to the original payment method within 14 business days of approval. Your bank or payment provider may take additional time to show the refund in your account. Payment gateway fees that are not returned to us may be deducted from the refund amount.

9. Chargebacks

Please contact us before raising a dispute with your bank. Most issues can be resolved faster directly. We may suspend services linked to a payment while a chargeback is under review.

10. Changes to this policy

We may update this policy from time to time. The version published on our website on the date of your payment applies to that payment.

11. Contact

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