

Effective Date: January 1, 2022

Modern Age Solutions operates as a business and we expect clients to understand and respect our policies. Our goal is to bring the highest value per dollar spent by our clients, and in order to help us in that pursuit, we need to cover expenses and fuel our operations. Therefore, we require payments to be made on-time in respect to the services offered to our clients.

We understand that sometimes “life happens” and you may need a refund on fees paid for services to Modern Age Solutions. We try to be fair, and create a policy that is a win-win for both parties. We will work with you to make you satisfied with our work. However, if a refund is requested and granted, all property created by Modern Age Solutions including graphics, content, and code, will remain the property of Modern Age Solutions.

Requests for the final portion of payment due on all projects are not made until the project receives final approval from the client. Final payment is due within 5 business days once the invoice is received.

By signing up for our services you acknowledge that you have read and understand this Agreement and agree to be bound by its terms and conditions.

General Refund Policy Guidelines

Web Design & Development & ERP Implementation:

Web design and development & ERP Implementation projects require extensive resources, consumes our time and incurs internal expenses. Therefore once a payment or deposit is made, it is non-refundable. Payments for custom design projects (i.e. custom logo designs and branding projects, full website designs, individual page mockups and smaller design components within a website, software installation, business process design etc.) and custom development projects (i.e. php programming, WordPress CMS custom development, WordPress Plugin custom development, etc.) are made to us in increments as a courtesy to the client as well as discounted for those who agree to pay in full, but if a project gets cancelled, delayed or postponed by the client, then all monies paid will be retained by Modern Age Solutions and if applicable, an additional

cost will be charged to the client for all work completed beyond what was already paid for shall be paid by the client. All projects that are completed as defined as the scope of the work are non-refundable.

Setup Fees:

Setup fees are applied directly to expenses incurred Modern Age Solutions in the setup phase of any project are non-refundable.

Domain Names:

All sales of domain names are final once a domain name has been transferred to the client's account. Domain names sales require a payment in full before transferring the purchased domain name.

How Refunds Are Processed:

If you have paid using your credit card - the money will be transferred back to your credit card account within 30 business days after approval. If you paid using a check or money order, your refund will be returned to you by check.

Changes To Terms Of Service

Modern Age Solutions reserves the right to change these terms of service at any time for any reason.

Termination Of Services

If the client changes his/her mind about doing work with Modern Age Solutions ,during the course of the initial web design or development phase, the client will be responsible for the amount of work already completed. Depending on the amount of work completed at the time of cancellation, this may mean receiving a full refund, a partial refund, no refund, or owing additional fees. In order to protect clients from unintentional service interruption, clients wishing to terminate any services must request the service termination in writing.