



Refund & Cancellation Policy

Subscriptions/Retainers (Socials, Systems, Support)

- Minimum term **6 months** (or **12 months** if stated). After the minimum term, cancel with **30 days' email notice** effective on your next billing date.
- Fees already paid are non-refundable, but service continues until the end of the paid period.
- **Full payment is required in advance before services begin**, unless otherwise agreed in writing between us and you in exceptional circumstances.

Projects (eg, websites, campaigns)

- **Full payment is required in advance before work commences**, unless otherwise agreed in writing between us and you in exceptional circumstances. Deposits or staged payments only apply if explicitly agreed.
- If you cancel mid-project, you pay for work completed and committed third-party costs up to the cancellation date; we will provide a work-in-progress pack.

Sessions & Events (eg, strategy days, coaching)

- **Full payment is required in advance before the session/event**. Reschedule with **48 hours' notice** where possible. Missed sessions or cancellations within 24 hours are chargeable at 100% unless otherwise agreed.

Refund Requests

- If you believe we have not met the agreed scope or quality, email [support@elevatebiz.co] within **7 days** of delivery with details. We will review and, where appropriate, remedy or offer a fair partial refund.

Payment Issues

- Failed/late payments may result in suspension after notice. Statutory interest and debt-recovery costs may apply (see T&Cs clause 5.3).