

## Refund & Return Policy

### Description

## REFUND & RETURN POLICY

### General Principle

Softech Digital Group is committed to client satisfaction. However, since our services are customized and digital in nature, refunds are limited. Work once delivered cannot be “returned” like physical goods.

### Non Refundable Services

Refunds will not be issued for:

- “ Completed work or deliverables that were accepted by the client.
- “ Consultancy or advisory hours already utilized.
- “ Third-party licenses, subscriptions, or resources purchased on behalf of the client.
- “ Any project phase already signed off by the client.

### Refund Eligibility

Refund requests may be considered only if:

- “ The service has not yet commenced.
- “ There is a demonstrable failure to deliver agreed deliverables, despite reasonable opportunities to remedy.
- “ The client cancels the service within 7 days of contract initiation, before significant work has begun.

### Partial Refunds

Partial refunds may be issued where:

- “ Only part of the project has been completed.
  - “ Work delivered does not meet agreed specifications, and corrective measures were unsuccessful.
- Refund amounts will be calculated proportionally, based on work completed versus work pending.

### Refund Request Process

To initiate a refund:

- “ Clients must email [support@softechdigitalgroup.com](mailto:support@softechdigitalgroup.com) with a written request.
- “ The request must include the project name, date of engagement, and reason for the refund.
- “ Refund requests will be reviewed within 10 business days.

### Dispute Resolution

If refund disputes arise:

â?? Both parties will attempt resolution via direct communication.

â?? If unresolved, disputes will be referred to arbitration under applicable laws before resorting to court proceedings.

**Date Created**

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