

REFUND AND CANCELLATION POLICY

Dexio LabX Private Limited



Thank you for working with Dexio LabX Private Limited.

If for any reason, you are not completely satisfied with the service We invite You to review our policy on refunds.

Please read and make sure you fully understand our refund policy prior to making a payment.

Dexio LabX Private Limited operates as a business and we expect CLIENTS to understand and respect our policies. Our goal as a Design & Development Agency is to bring the highest value per Rupee/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 CLIENT.

THIS IS OUR REFUND AND CANCELLATION POLICY AND BY HIRING Dexio LabX Private Limited FOR SERVICES YOU ARE BOUND BY THIS AGREEMENT AND YOU AGREE TO ABIDE BY OUR POLICIES.

DESIGN & WEB DEVELOPMENT

Design/Web design and development projects require extensive resources, consumes our time, and incurs internal expenses. Therefore, once a payment or deposit is made, it becomes non-refundable. If a project gets canceled, delayed, or postponed by the CLIENT, then all the amount paid will be retained by Dexio LabX Private Limited and if applicable, an additional cost will be charged to the CLIENT for all work completed beyond what was already paid for no exceptions. Logo Design, Branding, Web Design, UI-UX Design, Search Engine Optimization, Social Media Marketing, & Internet Marketing Payments for Design, Development or any of our services are non- refundable even if a fee was paid in advance. Once a payment or deposit is made, there are no exceptions to our refund policy.

SETUP FEES

Setup fees are applied directly to expenses incurred by Dexio LabX Private Limited in the setup phase of any Design, Development, or Internet Marketing campaigns and are non-refundable.

If any chargeback or payment dispute is caused by CLIENT to a bank or credit card company, then CLIENT services and/or projects will be suspended and in some cases, all work will be undone (reversed) without notice. Furthermore, the amount of the chargeback fee will be issued to the CLIENT.

In Addition, any outstanding balances accrued as a result of the chargeback(s) will have to be paid in full before we restore service, deliver any files, or commence any work.

PLEASE CONTACT US TO ADDRESS ANY BILLING ISSUES AND WE WILL GLADLY HELP YOU.

Requesting a chargeback or opening a dispute for a valid charge from us is fraud. Chargebacks are never a legal or appropriate means of obtaining a refund. All disputes will be challenged by our lawyers with sufficient evidence from our records.

WEBSITE HOSTING

All hosting payments whether present or past months are non-refundable. Web hosting accounts are set up from the date of your order and are allotted a limited amount of server resources depending on the plan you purchased.

If CLIENT opens a hosting account but does not use it, payment will still be due. Hosting billing cycles continue until a cancellation notice is received from the CLIENT in writing.

ACCOUNT SUSPENSION

All hosting payments that are 15 days overdue will trigger an account suspension. Hosting paid up to 12 months in advance and canceled before the expiration date will be refunded for the months not yet elapsed.

Dexio LabX Private Limited reserves the right to disable and/or terminate a user’s account, services, or contract if a user is found in violation of our terms and policies. Termination due to policy violations willnot be refunded.

PLEASE ALSO READ OUR TERMS OF USE

TERMS OF USE | Dexio LabX Private Limited

OVERVIEW Dexio LabX Private Limited DOES NOT PROVIDE SERVICES TO ANYONE OR COMPANY THAT PROMOTES PORNOGRAPHIC MATERIAL, NUDITY, GAMBLING, ILLEGAL CONTENT.

OWNERSHIP & USAGE RIGHTS

All creative assets, source files, code, designs, documents, and deliverables developed by Dexio LabX Private Limited as part of a project remain the intellectual property of Dexio LabX Private Limited until full payment has been made.

Clients are not permitted to use, publish, reproduce, distribute, or share any part of the work, whether in draft or final form — unless the complete payment for that work has been received by Dexio LabX Private Limited.

Any unauthorized use of unpaid assets will be considered a breach of this agreement and may lead to:

- Legal action for copyright infringement
- Immediate termination of services
- Penalty fees and compensation claims