# A blue and white logo AI-generated content may be incorrect.TradeLink IT Refund & Cancellation Policy

## 1. General Policy

TradeLink IT provides digital services including website development, professional email setup, and IT support. Due to the nature of our services, refunds and cancellations are governed by the following terms.

## 2. Project Deposits & Upfront Payments

All service engagements (e.g. website development or professional email setup) require an upfront payment or deposit before work commences.

These payments are non-refundable, as they cover initial planning, design, and resource allocation.

## 3. Website & Email Service Cancellation

You may cancel your ongoing monthly support subscription at any time by providing 30 days’ written notice.

However, if your service includes a 12-month support agreement, and you wish to cancel early, you will be required to pay the remaining balance of the contract term as an early termination fee.

No refunds are issued for unused months if support is cancelled early without fulfilling the contract.

## 4. Refunds for Completed Work

Once a project (e.g. website or email configuration) is delivered or deemed completed, no refunds will be issued.

In cases of significant service failure or non-delivery (as determined by TradeLink IT), a partial refund may be considered at our sole discretion.

## 5. Ongoing Subscriptions

Monthly support fees are billed in advance. No refunds are provided for partial months or unused service time.

## 6. Intellectual Property and Access After Cancellation

Upon cancellation and final payment of outstanding balances, clients will retain access to published website pages or email configurations as per the agreed terms for the remaining duration of the originally agreed term, unless services are specifically requested to be seized by the customer.

Intellectual property rights remain with TradeLink IT unless explicitly transferred in writing.

## 7. Contact for Cancellations

To cancel your service or request a refund (if eligible), please contact:

Email: info@TradeLinkIT.co.uk