

Refund Policy

At Nexnova, we strive to deliver high-quality services that meet your specific needs. To ensure a smooth working relationship, please review our refund policy.

General Policy:

Due to the nature of our custom services (website design, development, software development, motion graphics), we generally do not offer refunds.

Project Completion:

Our fees are based on the estimated time and resources required to complete your project. Once a project is completed and delivered according to the agreed-upon specifications, refunds will not be granted.

Revisions:

We incorporate revisions into our workflow to ensure your satisfaction. A revision limit is outlined in our project agreement. Additional revisions beyond the agreed-upon limit may incur extra charges.

Exceptional Circumstances:

In very rare instances, we may consider partial refunds due to unforeseen circumstances beyond our control that significantly impact project delivery. Such situations will be evaluated on a case-by-case basis.

We encourage open communication throughout the project lifecycle. Please don't hesitate to reach out with any questions or concerns.

By accepting our proposal or placing an order, you agree to the terms of this refund policy.