



# Refund and Cancellation Policy

17122659 Canada Inc. Operating as **Modern Web Solutions**

Last Updated:

August 30, 2025



# MWS

## 1. Introduction

We value our clients and aim to deliver high-quality services. We also understand that circumstances may change. This policy outlines how refunds and cancellations are handled.

## 2. Services

- **Web Design Projects:** Once a project has begun, a deposit is non-refundable. If you decide to cancel after work has started, you will only be billed for the portion of work completed up to the cancellation date.
- **Hosting, DNS, and Ongoing Services:** These services are billed in advance. Cancellations can be requested at any time, but partial refunds are not provided for unused time. Services remain active until the end of the billing cycle.
- **Microsoft 365 Integration & Google Management:** These services involve third-party platforms and subscriptions. Once setup or management work has been completed, payments are non-refundable. If you choose to discontinue, services remain active until the end of the billing cycle.

- **Web Security and SEO Services:** Due to the nature of these ongoing, results-driven services, payments are non-refundable once work has begun. You may cancel future billing cycles at any time, with services continuing until the end of the current cycle.
- **Consulting or Accessibility Audits:** Payments for one-time services are non-refundable once the service has been delivered.

### 3. Cancellations

To request a cancellation, please contact us at [admin@modernwebsolutions.org](mailto:admin@modernwebsolutions.org) – we will confirm the cancellation and provide details of any final balance owed.

### 4. Exceptions

We review refund requests on a case-by-case basis if there are service issues or special circumstances. Our goal is to be fair and transparent.