BKR TECH SOLUTIONS

PUBLIC POLICY · VERSION 1.0

Refund & Cancellation Policy

When payments can be refunded, and what happens when a project or service is cancelled.

ISSUED BY
BKR Tech Solutions (SMC-Private) Limited

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6 November 2026

APPLIES TO
All clients, projects and services

READ WITH
Terms of Service v2.0

CLASSIFICATION
Public

info@bkrtechsolutions.com.pk
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The short version

- Our work is custom-made, so payment for **completed work is not refundable**.
- An advance becomes non-refundable **once work has started**. Before that, we review each request fairly.
- Third-party costs (domains, hosting, apps, licences) follow the provider's own refund rules.
- Recurring services can be cancelled with **30 days' notice**; the current month is not refunded.
- Request a refund by email within **14 days**; we reply within **5 working days**.

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01 Purpose and Scope

This Refund & Cancellation Policy explains when payments made to **BKR TECH SOLUTIONS (SMC-PRIVATE) LIMITED** ("BKR Tech Solutions", "we", "us") can be refunded, and what happens when a project or service is cancelled.

It applies to all projects and services we provide, including websites, web and mobile apps, Shopify stores, design, SEO, digital marketing, hosting and maintenance. It forms part of our **Terms of Service**. If a signed Proposal sets different refund terms for a project, the Proposal prevails for that project.

02 Key Terms

Term	Meaning
Proposal	Our written proposal, quotation or statement of work for a project, as accepted by you.
Advance	The payment made before work starts, normally 50% of the Fees.
Work started	Any work on your project has begun, such as planning, discovery, design, development, setup or purchasing on your behalf.
Completed work	Work delivered to you, or finished and ready for delivery, including milestones and drafts produced.
Third-party costs	Amounts paid to other providers for your project, such as domains, hosting, Shopify plans or apps, plugins, licences, stock assets and ad spend.
Recurring services	Services billed every month, such as maintenance, hosting, SEO, social media management and retainers.

03 Refund Rules at a Glance

Situation	Refund
Payment for completed work	**Not refundable.**
Advance, after work has started	**Not refundable.** It covers time reserved and work already done.
Advance, before any work has started	Reviewed case by case. We may keep up to **20%** of the advance for planning and time reserved, and refund the rest.
Third-party costs already paid	Not refundable by us. Any refund depends on the provider's own terms (Section 7).
Unspent ad budget held by us	Refunded in full, after any amount already committed on the ad platform.
Recurring service, current billing month	Not refundable once the month has started (Section 6).
Part of the agreed scope we cannot deliver	Refund of the Fees paid for the undelivered part (Section 8).
Promotional discounts	Refunds are calculated on the amount actually paid, after any discount.

04 Project Cancellation by You

4.1 You may cancel a project at any time by telling us in writing.

4.2 On cancellation you pay for all work completed up to the date we receive your notice, and for any third-party costs already committed.

4.3 If no work has started yet, the advance is handled as set out in Section 3.

4.4 Once work has started, the advance is kept, even if the completed work is worth less. If the completed work is worth more than you have paid, the difference is payable.

4.5 We hand over the work that has been paid for, in its current state. Unpaid work remains ours, as set out in our Terms of Service.

4.6 A project on hold for more than **30 days** because we are waiting for your materials, feedback or payment may be closed by us after written notice. This is treated as a cancellation by you.

05 Cancellation by Us

5.1 If we cancel a project for reasons that are not caused by you, we will refund all Fees paid for work not yet delivered, and hand over the work completed so far.

5.2 If we end a project because you have seriously breached our Terms of Service, for example by non-payment or unlawful use of our work, Section 4 applies as if you had cancelled.

06 Recurring Services

6.1 Recurring services are billed monthly in advance, unless the Proposal says otherwise.

6.2 You may cancel with **30 days' written notice**. The service continues, and is billed, until the end of the notice period.

6.3 Payment for a billing month that has already started is not refunded, in whole or in part.

6.4 Where a Proposal sets a minimum term, cancelling before it ends requires payment for the rest of the minimum term, unless we agree otherwise in writing.

6.5 If a payment is more than **14 days** overdue, we may suspend the service after notice. Suspension does not cancel amounts already due.

07 Third-Party Costs

7.1 Domains, hosting, Shopify plans and apps, plugins, themes, licences, stock assets and similar costs are paid to their providers and are not refundable by us once purchased.

7.2 Where a provider offers a refund, we will help you request it and pass on any amount we receive, less the provider's own fees.

7.3 Domain registrations and app store fees are generally non-refundable by their providers.

7.4 Ad spend paid directly to an ad platform follows that platform's terms. Ad budget paid to us and not yet spent or committed is refunded in full.

08 Quality Concerns

8.1 If a Deliverable does not match the agreed scope, please tell us during the review period or the support period stated in the Proposal. We will first fix it at no extra cost.

8.2 If we are unable to deliver a material part of the agreed scope, we will refund the Fees paid for that undelivered part.

8.3 Changes of preference after approval, new requirements, and results that depend on factors outside our control, such as search rankings, traffic, sales or app store approval, are not grounds for a refund.

09 How to Request a Refund

Email **info@bkrtechsolutions.com.pk** with "Refund request" in the subject line, within **14 days** of the event you are asking about. Please include:

- your name, business name and the project or service concerned;
- the invoice number and the payment date and amount;
- the reason for your request, with any supporting details; and
- the account where you would like the refund to be paid.

Step	What happens	Timing
1	We acknowledge your request.	Within 2 working days
2	We review the project record and give you a written decision with reasons.	Within 5 working days
3	If a refund is approved, we pay it.	Within 14 working days of the decision

10 How Refunds Are Paid

10.1 Refunds are paid to the account the original payment came from where possible, or to another account in the payer's name.

10.2 Refunds are made in the currency of the original payment. Bank, transfer and currency conversion charges are deducted from the refund.

10.3 We never pay refunds in cash or to a third party's account.

11 Payment Disputes

Please contact us before raising a dispute or chargeback with your bank or payment provider, so that we can resolve the matter quickly. If a chargeback is raised for a payment that is not refundable under this Policy, we may provide the project record to the bank and suspend work until the dispute is resolved. Disputes are otherwise handled as set out in our Terms of Service.

12 Changes and Contact

We may update this Policy from time to time. The version in force when a Proposal is accepted applies to that project. Nothing in this Policy affects rights you cannot lose under applicable consumer law.

	Details
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