

# Refund & Cancellation Policy

## Complimentary Discovery Calls

Cancel or Reschedule up to 24hrs prior to design meeting time. Please be respectful of my time.

## Paid Design Sessions

Payment is Final

Reschedule up to 24hrs prior to design meeting time. No shows are not eligible for rescheduling.

## Web Design - Branding - SEO - Website Updates - Graphic Design - Art Direction Services

Our agreement shall be effective on the date hereof and shall continue until terminated by either party upon 3 business days written notice or automatically on website completion. Payment is final. Website will be submitted to client as work in progress at any stage of its development even if agreement is terminated.

\*The exception being that if freelancer, Guylene Solon became ill and could not complete the project on the agreed launch date, client would either receive a full refund, if design was just in the beginning stages. Or if the design was developed half way and could not complete the project the freelancer would provide a 50% refund only if the freelancer is ill and informs that she cannot complete the project.

All approvals must be defined in Mid review or Final review before launch. Additional edits cannot be requested outside of the agreed contract completion date. Please respect the schedule/scope of work, as the time allocated for your website is not transferable for the future. Guylene Solon is protected under the Freelance isn't Free Act, Bill S8359. Any changes to the website launch date can be discussed and scheduled subject to freelancers schedule.