

aetheer[®]

Cancellation Policy

Updated January 22, 2024

At Aetheer, we value transparency and honesty in all our interactions with clients. This cancellation policy aims to clearly establish the conditions and terms related to the cancellation of services requested from the agency.

1. Payment Refunds

1.1 Cancellation after Work Commencement: In the event of service cancellation after work has commenced and a substantial part of the project has been completed, no money will be refunded. The 50% initial payment is considered non-refundable.

2. Unnotified Cancellation

2.1 Penalties for Unnotified Cancellation: In the event of contract cancellation without prior notice due to conflicts or dissatisfaction, a fine of 600 US dollars will be imposed. This fine aims to cover administrative costs and the time dedicated up to the point of cancellation.

3. Request for Additional Proposals

3.1 Additional Proposals: If the client requests additional proposals beyond the scope established in the project or contract and exceeding the agreed-upon quantity, these proposals will be billed separately and must be paid outside the original terms.

3.2 Limit of Established Proposals: The quantity of proposals included in the project or contract will be clearly established in meetings prior to the payment of the 50% upfront. Any additional request will be considered an additional service and billed accordingly.

4. Communication

4.1 Cancellation Notification: Clients are expected to notify Aetheer of any desire to cancel or modify services as early as possible. Open communication facilitates efficient resolution of any issues or dissatisfaction.

5. Client Understanding

5.1 Acceptance of Conditions: By engaging Aetheer's services, the client acknowledges and accepts the cancellation conditions outlined in this policy. This acceptance is confirmed by signing the contract or agreement before the commencement of any work.

This policy aims to ensure a clear and mutually beneficial relationship between Aetheer and its clients. If you have additional questions or need further clarification about our cancellation policy, feel free to contact us.



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