



Refund Policy

We understand that sometimes “life happens” and you may need a refund on fees paid for services to Ember Marketing. We try to be fair and create a policy that is a win-win for both parties.

Our refund policy has been devised to define the situations under which Ember Marketing will provide a refund, the procedure for claiming a refund and the responsibility of Ember Marketing in circumstances resulting in such a claim. By registering for any of our services you are declaring that you accept and agree with all the terms and conditions outlined in the refund policy.

In general, you can request a full refund for services prior to acceptance of quote, setup initiated and work commencing within 30 days after payment.

Once acceptance of quote, setup begun and work has started on your project, a partial refund may or may not be available, so please check out the product specific refund policies below:

Website

Fees for your website project are divided in two portions, 50% for design and 50% for development.

Design fees are only refundable prior to your consultation with a designer or Ember team. Since the logo fee is entirely based on the designer’s knowledge, expertise, and time, once you have had your design consultation the amount that can be refunded will be based entirely on the amount of time spent and work completed.

Cancellation of your website project after the design consultation but before the development of the live site will result in a maximum refund of 50% of the fees paid for the project. There will be no refunds for after the site has gone into development.

Refund policy is not applicable if the required information for the successful completion of the project is not given to us at proper time. If there is delay or failure in completion of the project due to improper communication from client, it cannot be attributed to Ember Marketing.

If the information provided by the client is incomplete and/or complete information regarding the project is not provided at the initiation of the project, Ember Marketing is not liable to follow its delivery or refund commitments.

Logo Design

Fees regarding your logo design are only refundable prior to your consultation with a designer. Since the logo fee is entirely based on the designer’s knowledge, expertise, and time, once you have had your design consultation the amount that can be refunded will be based entirely on the amount of time spent and work completed. This will be determined by your designer and account manager based on our hourly rate.

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Print Products

Design fees for print projects are only refundable prior to the consultation, or the scheduled start date in cases that do not require a consultation.

Projects with hourly design rates may be refunded post-consultation less any hours consumed prior to the cancellation request.

Production costs paid to Ember Marketing are only refundable prior to Approval. If it is determined that a production error* has occurred, claims made within 30 days of your "In Production" notification will be replaced at no cost. This determination will be made at the discretion of Ember Marketing and the associated vendor upon receiving evidence of the damages/error. Rush shipping fees are non-refundable.

*Production errors do not include graphical elements on approved artwork (i.e. typos, incorrect information, colour choice, fonts or imagery).

Refunds

If deemed eligible the refund policy, refunds are paid within 60 working days.

Clients Missing in Action

If you do not communicate with Ember Marketing for a period of 90 consecutive days during any part of the design or development process, Ember Marketing will honor its commitment to finish the project, but there will be no refund of any fees.

Ember Marketing may at any time, without prior notice under its sole discretion, amend this policy from time to time. You are therefore requested to review this policy periodically. Your continued use of Ember Marketing website after any such amendments automatically implies your acceptance of the same thereof.

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