

SILICON VITA Refund Policy

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Silicon VITA, is an I.T. company delivering services to the public. At, Silicon VITA, we always have and we always will endeavour to deliver the best possible service to our clients. We take our role as a tech company at the utmost importance in delivering any agreed service to a client within the set timelines. In accordance to doing so we have undertaken numerous protocols to protect both the digital property of our clients and of ourself. In accordance to doing so we have undertaken numerous protocols to also difference the digital property of our clients and of ourselves.

With the information mentioned above should a dispute arise Silicon VITA, will embark on the following actions:

1. if the client wants to leave Silicon VITA will ensure all digital property of the client is handed over to the client or the agency of their choice
2. generally upon service agreement and as per industry standards the client will make 50% deposit of the determined value of service. Thereafter additional payments will be made upon milestones in the project being met. Hence with regards to refunding the client, the client will be funded should any service not be delivered that was charged for. However if service was delivered then there will be no possible refund.
3. if client does not make the necessary payments for work completed by Silicon VITA, we reserve the right to take full ownership of the project or if agreed late fees be charged in the form of interest by the client.
4. all services rendered to clients are project based and agreed due to timelines/timeframes hence if such timelines/timeframes elapse the client cannot expect Silicon VITA to not charge or put in extra hours without additional costs. In this case Silicon VITA will be reasonable and try find some room of leniency.
5. if payment was made for a transactional service such as maintenance fee, hosting fee, repair fee, design fee or any 3rd party service fee; these fees cannot be refunded unless they were paid in advance.
6. we advise that clients at all times do keep records of communication. With clients we always advise that communication take place within the platforms we provide; with this in mind should any communication take place outside these platforms, please note that such communication cannot be accepted/trusted. On the other end we always ask clients to ensure that Silicon VITA is provided with

accurate information. Silicon VITA cannot be held liable and be made accountable for incorrect information supplied by our client.

All disputes will be handled timeously, all agreements will be made available as well as communications in order to reach an amicable agreement.