



Refund & Cancellation Policy

Please read and make sure you fully understand our refund policy prior to making a payment.

DREAM WEB DESIGNS operates as a business and we expect CLIENTS to understand and respect our policies. Our goal as an internet marketing company is to bring the highest value per dollar spent by our CLIENTS, and in order to help us in that pursuit, we need to cover expenses and fuel our operations. Therefore, we require payments to be made on-time in respect to the services offered to CLIENT.

THIS IS OUR REFUND AND CANCELLATION POLICY AND BY HIRING DREAM WEB DESIGNS FOR SERVICES YOU ARE BOUND BY THIS AGREEMENT AND YOU AGREE TO ABIDE BY OUR POLICIES.

Web Development

Web design and development projects require extensive resources, consumes our time and incurs internal expenses. Therefore once a payment or deposit is made, it is non-refundable. If a project gets cancelled, delayed or postponed by the CLIENT, then all monies paid will be retained by DREAM WEB DESIGNS and if applicable, an additional cost will be charged to the CLIENT for all work completed beyond what was already paid for. No exceptions.

Search Engine Optimization, Social Media Marketing, & Internet Marketing

Payments for Search Engine Optimization, Social Media Marketing or any of our Internet Marketing services are non-refundable even if a fee was paid in advance. Once a payment or deposit is made, there are no exceptions to our refund policy.

Setup Fees:

Setup fees are applied directly to expenses incurred by DREAM WEB DESIGNS in the setup phase of any SEO or Internet Marketing campaigns and are non-refundable.

Chargebacks:

We normally ask for CLIENT credit card or payment info so that we can charge the CLIENTS card for services provided OR we may also send an invoice so that you can pay from your end. Claiming that you didn't provide your card info or that you are not aware of such charges is illegal and fraudulent.

If any chargeback or payment dispute is caused by CLIENT to a bank or credit card company, then CLIENT services and/or projects will be suspended and in some cases all work will be undone (reversed) without notice. Furthermore, the amount of the chargeback fee will be issued to CLIENT (to recover any fees passed on to us by the credit card company).

In Addition, any outstanding balances accrued as a result of the chargeback(s) will have to be paid in full before we restore service, deliver any files, or commence any work.

PLEASE CONTACT US TO ADDRESS ANY BILLING ISSUES AND WE WILL GLADLY HELP YOU.

Requesting a chargeback or opening a dispute for a valid charge from us is fraud. Chargebacks are never a legal or appropriate means of obtaining a refund. All disputes will be challenged by our lawyers with sufficient evidence from our records.

Website Hosting

All hosting payments whether present or past months are non-refundable. Web hosting accounts are set up from the date of your order and are allotted a limited amount of server resources depending on the plan you purchased.

If CLIENT opens a hosting account but does not use it, payment will still be due. Hosting billing cycles continue until a cancellation notice is received in writing from the CLIENT in writing.

Account Suspension

All hosting payments that are 15 days past due will trigger an account suspension. Hosting paid up to 12 month in advance and canceled before the expiration date will be refunded for the months not yet elapsed.

DREAM WEB DESIGNS reserves the right to disable and/or terminate a user's account, services, or contract if a user is found in violation of our terms and policies. Termination due to policy violations will not be refunded.