

Refund Policy

JUS Official Services

Effective Date: March 8th, 2026

1. General Policy

All purchases made through the Company are considered final and non-refundable except as expressly provided in this Refund Policy. Due to the time, effort, strategic insight, intellectual property, and labor invested in delivering services related to client acquisition, onboarding support, operational consulting, marketing support, sales coordination, content strategy, business development, and related professional services, refunds are granted only in limited circumstances as described below.

The Company maintains this limited refund policy in order to ensure fair treatment of both clients and contractors, preserve the integrity of professional services provided, and prevent abuse of service-based transactions. By purchasing any service from the Company, Client acknowledges and agrees to the terms of this Refund Policy.

2. Eligibility for Refunds (One-Time Services Only)

Refunds may be considered only for services classified as one-time services or project-based deliverables, and only where the Client can demonstrate, through reasonable documentation or evidence, that the failure to deliver the agreed service was directly caused by clear error, negligence, or failure to perform by the Company's contractor or employee.

Eligible one-time services may include individual project deliverables, one-time consulting services, single-instance design services, one-time onboarding setups, or other non-recurring services clearly identified as one-time engagements in the applicable service agreement, invoice, or Statement of Work.

In order to qualify for a refund, Client must demonstrate that:

- the agreed deliverable was not provided, or was materially deficient compared to the agreed scope
- the deficiency was directly caused by failure of the assigned contractor or Company personnel
- the issue was not caused by incomplete information, lack of communication, delayed responses, or failure to provide required materials by the Client

- the issue was not caused by changes in scope requested by the Client after service commencement
- the issue was not caused by third-party platforms, tools, software providers, market conditions, or factors outside the Company's reasonable control

The Company reserves the right to investigate any refund request and determine eligibility based on documentation, communications, scope definitions, timelines, and other relevant information.

3. Non-Refundable Services

The following services are strictly non-refundable under all circumstances:

Recurring Services

All recurring services, including but not limited to monthly management services, ongoing consulting, subscription-based services, continuous marketing support, ongoing operational support, retainer-based services, and other recurring engagements, are non-refundable once the billing period has begun.

Because recurring services involve ongoing time allocation, planning, resource commitment, and reserved availability, the Company does not offer partial or full refunds for unused time, reduced usage, change of preference, business performance outcomes, or early cancellation of recurring services.

Performance-Based Services

Services related to marketing performance, lead generation, growth consulting, outreach support, strategy development, brand positioning, sales advisory services, or similar services are non-refundable due to the inherently variable nature of business performance and external market conditions.

The Company does not guarantee specific revenue outcomes, client acquisition outcomes, conversion rates, engagement metrics, audience growth metrics, or other performance indicators, and dissatisfaction with results alone does not constitute grounds for refund.

Completed Work

Once a deliverable has been completed in accordance with the agreed scope, such work is considered accepted and non-refundable.

4. Proof Requirement

Any request for refund must include reasonably sufficient documentation demonstrating that the failure to deliver services as agreed was directly caused by the Company's contractor or employee. Acceptable documentation may include written communications, documented scope definitions, timelines, evidence of missed deliverables, or other objective information demonstrating material non-performance relative to agreed obligations.

The burden of proof rests with the Client requesting the refund. The Company is not responsible for subjective dissatisfaction, changes in business goals, misunderstanding of service scope, lack of expected financial results, or preferences regarding creative direction where services were performed in accordance with agreed scope.

5. Opportunity to Cure

Prior to issuing any refund, the Company reserves the right to attempt to correct, revise, complete, or otherwise cure any service deficiency where reasonably possible. The Company may assign a different contractor or internal resource to address identified issues in order to fulfill the original scope of services.

Refunds will not be issued where the Company successfully cures the identified deficiency within a commercially reasonable timeframe.

6. Refund Request Deadline

All refund requests must be submitted in writing within seven (7) calendar days following delivery of the applicable one-time service. Failure to submit a request within this timeframe constitutes acceptance of the service as satisfactorily delivered.

Refund requests must include sufficient detail describing the issue, relevant documentation, and explanation of why the Client believes the deficiency resulted from Company error.

7. Partial Refunds

If a refund is approved, the Company reserves the right to issue a partial refund proportional to the portion of services determined to be incomplete or materially deficient. Refund amounts shall be determined based on the percentage of work not performed in accordance with agreed scope.

Any administrative time, consultation time, strategy development time, research time, or partially completed deliverables may be deducted from the refund amount where such work has already been performed.

8. Chargebacks

Initiating a chargeback without first contacting the Company and providing an opportunity to resolve the issue in good faith may be considered a violation of the service agreement. The Company reserves the right to dispute chargebacks by providing documentation demonstrating services performed, scope agreements, communications, and acceptance of this Refund Policy at the time of purchase.

Clients agree to make reasonable efforts to resolve disputes directly with the Company prior to initiating chargebacks, payment disputes, or financial claims.

9. Policy Updates

The Company reserves the right to modify this Refund Policy at any time. Updated versions shall apply to future purchases and shall not retroactively affect purchases made prior to the effective date of the updated policy.