

Refund and Return Policy

Effective Date: November 30, 2024

At Quebec Technologies, customer satisfaction is our priority. This Refund and Return Policy outlines the terms under which refunds or service revisions may be requested for the IT services we offer, including website development, software development, and digital solutions.

1. Service Satisfaction Guarantee

We strive to deliver high-quality services. If you are not satisfied with our work, we encourage you to reach out to our team to resolve the issue before requesting a refund.

2. Refund Eligibility

Refunds are available under the following conditions:

- **Non-Delivery of Service:** If the agreed-upon services are not initiated within the specified timeframe.
- **Incomplete Work:** If the project is not completed as per the agreed scope of work, and revisions cannot resolve the issue.
- **Technical Issues:** If the final product delivered contains unresolved technical errors, and our team fails to address them within the revision period.

Refund requests must be made within 15 days of the project delivery or the last communication regarding the issue.

3. Non-Refundable Cases

Refunds will not be provided under the following circumstances:

- Changes to the project scope after initial agreement.
- Issues arising from third-party tools, integrations, or platforms.
- Dissatisfaction due to personal preferences after approval of design or development stages.
- Delays caused by a lack of communication or incomplete requirements from the client.

4. Revision Policy

Before processing a refund, we offer up to 3 revisions to address any concerns with the delivered services.

Revisions must align with the original scope of work.

5. Refund Process

1. Submit a Request: Email us at admin@quebectechnologies.tech with details about your refund request, including project details, the issue, and relevant documentation.
2. Evaluation: Our team will review your request and provide a resolution within 7 business days.
3. Approval and Processing: If approved, refunds will be processed to your original payment method within 10 business days.

6. Contact Us

If you have any questions or concerns about this policy, please contact us:

Email: admin@quebectechnologies.tech

Phone: +91 94959 49159

Address: Thuruvelil House, Vadakkencherry P.O, Palakkad Dt, Kerala, India, 678683