

Refund and Cancellation Policy



Valoyltech
Innovation & Excellence

A printable version of the website policy for clients, billing records, and dispute-resolution workflows.

This PDF summarizes the published Valoyltech terms relating to digital services, milestone-based work, hosting, SaaS subscriptions, cancellations, and refund requests.

Before Work Starts

Full refund may be available if service has not begun.

Partial Work Done

Refund may be reduced according to completed milestones and costs.

SaaS Monthly

Cancellation can stop future billing. Current paid period is not refunded.

Completed Work

Completed and approved work is generally non-refundable.

Policy sections

1. Overview

- Valoyltech provides digital services including **web design, hosting, IT support, and SaaS solutions.**
- Because work often starts immediately and resources are assigned specifically to a client, refund outcomes are tied to the amount of work already performed.
- The policy applies to custom development projects, maintenance agreements, hosting subscriptions, and SmartOffice SaaS subscriptions.

2. Service-Based Work

- Custom services such as web design, graphic design, IT consulting, and database solutions may be billed by milestone or after delivery.
- If service has not started, a **full refund** may be granted.
- If a project is cancelled mid-way, a **partial refund** may be calculated based on completed work and non-recoverable costs.
- If the service is completed and approved, it is generally **non-refundable.**
- Delays caused by missing client communication, feedback, or materials do not create refund eligibility.

3. Hosting & SaaS Services

- SmartOffice, web hosting, and related SaaS offerings run on a subscription model and incur infrastructure costs as soon as the account is activated.
- Monthly subscriptions can be cancelled at any time, but there is **no refund for the current billing period**.
- Service remains active until the paid period ends.
- SmartOffice offers a **3-day free trial**. Clients may cancel before the trial ends.
- Annual subscriptions may be considered for a partial refund within the first 30 days, less setup fees and used months.

4. Eligibility for Refunds

- Refund requests are reviewed on a case-by-case basis.
- A full refund is generally possible where no work has started and no resources were allocated.
- Where work is in progress, any refund is usually partial and based on milestones, hours worked, and direct costs already incurred.
- If Valoyltech is unable to deliver the agreed service, a full or partial refund may be offered depending on the circumstances.
- Illustrative formula: **Refund Amount = Total Paid - (Hours Worked x Hourly Rate) - Non-Recoverable Costs.**

5. Non-Refundable Situations

- Completed and approved services.
- Change of mind after work has begun.
- Client-caused delays due to missing communication, approvals, or content.
- Failures caused by third-party providers such as registrars or payment gateways.
- Domain registrations and SSL certificates are non-refundable once purchased or registered.

6. Dispute Resolution

- Clients should first contact Valoyltech directly by email or phone.
- Escalated matters may be reviewed internally within 3-5 business days.
- Mediation or alternative remedies such as credit notes or additional services may be proposed.
- Typical time frames: initial response within 24-48 hours; approved refunds processed within 5-7 business days; complex disputes may take up to 14 business days.

7. Contact for Refund Requests

- Email: info@valoyitech.co.za
- Phone / WhatsApp: **+27 79 234 3701**
- Company: **VALOYITECH (PTY) LTD**
- Registration: **2025/567817/07**

Refund request contacts	Business details
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Email: info@valoyitech.co.za
Phone: 079 234 3701
WhatsApp: +27 79 234 3701

VALOYITECH (PTY) LTD
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Prepared from the current refund and cancellation policy page for convenient download and sharing.