Cancellation Termination and Refund Policy

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Customers can cancel electronically. Email nb@webworthi.com with your business name, website and request. A call, sales meeting or source transfer purchase is unnecessary.

1. Notice and end of service

Customers may cancel at any time through the secure online cancellation mechanism or by emailing nb@webworthi.com. Cancellation is effective at the end of the current paid billing period, with no additional notice period. If there is no current paid period, stop future renewals upon receipt; valid accrued charges remain payable. Mandatory earlier cancellation rights control. A request received before renewal prevents the next renewal charge. Correct any charge made contrary to a timely cancellation request. No call, retention meeting or payment of arrears is required to cancel. Confirm receipt, stop date, final charges, handover and hosting cutoff in writing. Stop recurring charges at effective termination and reconcile prepaid service after that date.

2. No cancellation penalty

There is no early termination or implementation recovery charge. Valid earned invoices remain payable. Optional source transfer is a separate request governed by the Ownership and Transfer Policy; never debit a transfer fee automatically.

3. Material breach and nondelivery

Give written notice describing a material breach. Allow ten business days to cure or agree a reasonable correction schedule unless urgent protective action or applicable law requires otherwise. If Webworthi materially fails to deliver agreed work for reasons within its control and does not cure, customer may terminate without penalty. Refund amounts attributable to undelivered services. If no usable work was delivered or accepted, refund the initial payment. Document the value of any delivered and accepted work.

4. Refund and continuity

Email the order or invoice reference to request review. Correct duplicate and erroneous charges through Stripe. Explain earned service charges, unearned prepayments and authorized nonrecoverable third-party expenses. Return approved refunds to the original payment method. Mandatory rights remain available.

Hosting and ongoing support end on the effective date. Offer return or export of customer assets and data, domain handover and optional eligible source transfer. Target retention of eligible files for 90 days after termination, subject to lawful deletion requests, holds and retention duties. For a planned business closure, Webworthi gives reasonable advance notice, offers feasible handover, protects customer assets and refunds unearned prepaid services. Mandatory insolvency rules control.