

MDP Softech - Refund Policy

At MDP SORTECH LLP, we strive to ensure the highest levels of client satisfaction with every project we undertake.

Our refund policy is designed to be transparent, fair, and aligned with industry best practices.

General Terms

- Refunds are considered only when the project has not been initiated or no substantial work has been delivered.
- If a client is not satisfied with the service provided and the issue is reported within 7 days of delivery, we will evaluate the situation and consider a partial or full refund based on the project's progress and work completed.
- For monthly services such as SEO, maintenance, or lead generation, refunds are only applicable if requested within 5 days of the billing date and if no significant deliverables have been produced.

Non-Refundable Situations

- Services that have been fully delivered and approved by the client.
- Delays or dissatisfaction caused by lack of communication or incomplete information from the client.
- Projects terminated due to violation of terms or client-side issues.
- Custom software development and digital services where the scope of work has been defined and executed as agreed.

How to Request a Refund

To request a refund, please email us at support@mdpsoftech.com with the following details:

- Full Name
- Project Name/Invoice ID
- Reason for refund request
- Any relevant communication or documentation

Our team will review your request and respond within 5-7 business days.

Contact

If you have any questions regarding this policy, please contact us at:

support@mdpsoftech.com

www.mdpsoftech.com