
WhizFish Refund & Cancellation Policy

Payments and Refund Terms

A valid debit/credit card, certified P.O., or electronic check payment is required. For monthly recurring service fees, a valid debit/credit card is the only accepted form of payment.

Once a project or service has commenced, payments made toward design, development, setup, prepaid hosting, and other services are non-refundable. This includes:

- Design, development, and setup fees
- Prepaid hosting fees
- Partial months of service
- Upgrade/downgrade adjustments
- Unused service time on an open account

We apply this policy uniformly to all clients, and no exceptions will be made.

If WhizFish is unable to deliver services as agreed due to reasons within our control, we may, at our discretion, offer a partial refund based on work completed.

All fees are exclusive of taxes, levies, or duties imposed by local, state, or federal authorities. Clients are responsible for any applicable sales, use, or similar taxes related to services rendered. WhizFish is responsible for its own income and corporate taxes.

Native Mobile App Services

WhizFish will make commercially reasonable efforts to secure approval of your mobile application from the relevant platform provider (e.g., Apple App Store, Google Play). While approval is likely, we **do not guarantee acceptance**.

If your application is denied, you may cancel your account. However, **all payments for design and development services are non-refundable**. Fees are charged for the work performed, not the final approval status.

Cancellation Policy

Either party may terminate this agreement by providing **sixty (60) days' written notice prior to the next billing date**. The notice period begins on the date the written notice is received by the other party.

You may cancel your account by submitting a **written cancellation request** to your account representative or by emailing **info@whizfish.co**. Acceptable forms of written notice include email, certified mail, or other verifiable written communication.

During the notice period:

- Services will continue as usual.
- You remain responsible for all applicable fees and charges until the termination date.
- No prorated refunds will be issued for mid-service cancellations.




Early Termination & Non-Payment

WhizFish reserves the right to terminate services immediately if:

- A client fails to make required payments.
- The client breaches any terms of the service agreement.
- Services are being used for unlawful or unethical purposes.

If WhizFish terminates services due to non-payment or contract violations, the client remains responsible for any outstanding balances.

For any questions or concerns, reach out to us:

 **Location:** 1715 Indian Wood Circle, Suite 200, Maumee, OH 43537
 **Phone:** 1-419-546-3338
 **Email:** info@whizfish.co

Last Updated: December 1, 2024
