

Refund and Order Cancellation Policy

Website: <https://skycaes.su>

Contractor: Sole Proprietorship "SKYCAES" (IIN: 060203501431)

Contacts: web@skycaes.su | Telegram: [@skycaesu](https://t.me/skycaesu) | Tel: +77056752942

1. General Provisions

1.1. This Policy governs the terms and conditions for refunds upon the Customer's cancellation of services provided by the Contractor (Sole Proprietorship "SKYCAES", IIN: 060203501431) in accordance with the Law of the Republic of Kazakhstan "On Protection of Consumer Rights" and international e-commerce standards.

2. Refund Conditions and Procedure

2.1. Under the "Payment Upon Completion / No Prepayment" Format:

- Quality Verification: The Customer verifies the quality of the completed work on a demonstration domain (test stand). If the work does not comply with the initial Technical Specifications, the Customer submits a list of revisions.
- Project Cancellation: If the Customer rejects the project at the demo version stage without objective reasons (provided the work strictly complies with the Technical Specifications), the Customer forfeits the right to receive source files, admin credentials, and primary domain binding. Since no prepayment was made, no financial refund is processed.

2.2. Under the "100% Prepayment" Format:

- Prior to Development: Upon order cancellation before development starts, the Contractor refunds 100% of the paid amount, minus processing fees incurred by payment systems.
- During Development: As web development is customized and incurs resource expenses from the initial hours, if the Customer cancels services after development has commenced (analysis, layout, design, or coding), a prepayment amount of 50% of the total project cost is non-refundable and is retained by the Contractor to cover incurred costs and working hours.
- After Project Delivery: Following the transfer of full administrative access, source files, and project approval, funds are non-refundable, as the service is deemed fully and properly rendered.

3. Refunds via PayPal / Stripe / International Systems

3.1. The Customer agrees to resolve all inquiries directly with the Contractor (via web@skycaes.su or Telegram [@skycaesu](https://t.me/skycaesu)) prior to opening official disputes or chargebacks in PayPal, Stripe, or issuing banks.

3.2. Initiating an unjustified dispute when services have been rendered or a functional demo version complying with the Technical Specifications has been delivered constitutes a breach of this Policy.

4. Cryptocurrency Refund Terms

4.1. Refunds for payments made in digital assets / cryptocurrencies (USDT, BTC, TON, SOL, etc.) shall be processed in the same cryptocurrency and network as the original payment.

4.2. Refunds are calculated based on the fiat value of the order at the time of processing (minus expenses pursuant to Clause 2.2) and net of blockchain network fees (Gas fees) for the outbound transaction.

4.3. The Contractor shall not be liable for losses resulting from cryptocurrency exchange rate fluctuations (volatility) between payment and refund processing.

5. Refund Request Procedure

5.1. To apply for a refund, the Customer must submit a written request to web@skycaes.su or Telegram [@skycaesu](https://t.me/skycaesu), stating the reason for the refund, payment receipt/transaction hash, and refund details.

5.2. Requests are reviewed within 5 (five) business days. Approved refunds are executed via the original payment method.