

# 2026 Dental Focus

## Refund Policy



We value your business and are committed to delivering high-quality services. Please review our refund policy below:

### **Upfront Payments**

#### **14-Day Refund Period**

Refunds are available within the first 14 days of starting your project. Should you decide to cancel within this period, please contact us, and we will process your request promptly.

#### **15-28 Day Partial Refund**

If you choose to cancel between 15 and 28 days after starting, a maximum refund of 75% of the project cost is available. This covers time and resources spent on onboarding, planning, and prioritising your project, as we take on a limited number of clients each month to ensure the quality of our work.

#### **No Refunds After 28 Days**

Due to the commitment of resources and project planning, refunds are not available after 28 days from the project start date.

#### **Work Start Agreement**

By agreeing to start the project within the 14-day cooling-off period, you acknowledge that some refund limitations may apply should you decide to cancel after work has commenced.

#### **12 Month Packages**

Payments are non-refundable once made, as work and resources are allocated from the start of the agreement.

If the agreement is cancelled before the full 12-month term is completed, all remaining payments for the term remain due. Ownership of the website, its design, and related assets will only transfer once the full balance has been paid in full.