

Refund Policy

Last Updated: April 10, 2026

This Refund Policy explains the conditions under which refunds may be requested and processed for services provided by NexoraMatrix (“Company”, “we”, “our”, “us”). By purchasing our services, you agree to this Refund Policy.

1. General Overview

NexoraMatrix provides digital and IT services. Due to the nature of digital services, where resources, time, and effort are allocated immediately upon payment confirmation, refunds are limited and subject to the conditions below.

2. Eligible Refund Scenarios

- **Duplicate Payment:** If a client is accidentally charged more than once for the same invoice, the duplicate amount will be refunded in full.
- **Service Not Started:** Requests made before work begins may be eligible for a full or partial refund (minus processing fees).
- **Non-Delivery:** If NexoraMatrix is unable to deliver the agreed service after internal review, a partial or full refund may be issued at our discretion.

3. Non-Refundable Cases

Refunds will NOT be issued after work has started, for change of mind, client delay/lack of communication, dissatisfaction with subjective preferences, or completed milestones.

4. Milestone-Based Projects

Each milestone payment becomes non-refundable once that phase has started or been completed. Mid-way cancellations only allow review of unstarted milestones.

5. Payment Processing

Approved refunds are returned to the original payment method within 5–10 business days. Transaction fees charged by payment gateways are generally non-refundable.

6. Cancellation & Chargebacks

If work has started, cancellation does not guarantee a refund. Before initiating a chargeback, clients must contact support@nexoramatrix.com. Unjustified chargebacks may result in service suspension or legal action.

7. Client Responsibility

Refund eligibility may be affected if the client fails to provide information, delays communication, or requests changes outside the agreed project scope.

8. Contact Information

For refund-related inquiries, please email support@nexoramatrix.com or visit <https://nexoramatrix.com>.