

Last Updated: December 12, 2025

## Refund Policy

This Refund Policy explains how Alison Prime LLC (“Alison Prime”, “we”, “us”, or “our”) handles refunds, cancellations, and credits for our services and any digital resources available through <https://alisonprime.co> (the “Site”).

We aim to be fair and transparent to both our clients and ourselves. Because we primarily provide custom, service-based, and digital work, refunds are handled differently than for standard physical products.

This Refund Policy should be read together with our Terms of Service and any specific Service Agreement or proposal you sign with us. If there is a conflict between this Refund Policy and a signed Service Agreement, the Service Agreement will usually prevail for that specific project.

Nothing in this Refund Policy is intended to limit any rights you may have under applicable consumer protection, e-commerce, or other mandatory laws in your country or state.

### 1. Who We Are

Alison Prime LLC is a web and software development studio focused on:

Website development, maintenance, and support

Custom web applications and portals

API integrations and workflow automation

Performance, stability, and security-focused improvements

Related consulting and technical advisory services

Certain digital resources, frameworks, or documentation

Business name: Alison Prime LLC

Website: <https://alisonprime.co>

Email: [support@alisonprime.com](mailto:support@alisonprime.com)

Phone: +1 (323) 916 5612

Address: 1720 MAIN ST MILES CITY, MT 59301, USA

### 2. Scope of This Refund Policy

This Refund Policy applies to:

Custom project work (for example, website builds, web apps, integrations),

Maintenance and support plans,

One-time advisory, audit, or review services, and

Digital resources that may be offered via the Site (such as checklists, guides, or templates), if and when available.

Your specific Service Agreement or proposal may include additional or more detailed refund or cancellation terms. In case of conflict, those specific terms will usually govern that engagement.

### 3. General Principles

Because our work is primarily service-based, time-based, and/or digital in nature:

Time and work already performed are generally non-refundable, except where required by law or where we explicitly agree otherwise in writing.

We strive to be reasonable if something has clearly gone wrong on our side.

We may offer credits, adjustments, or partial refunds at our discretion in limited situations, even where not strictly required, to keep relationships fair.

We will always comply with mandatory legal obligations that apply to refunds or withdrawal rights in your jurisdiction.

If you are ever unsure whether you may be entitled to a refund or adjustment, please contact us at [support@alisonprime.com](mailto:support@alisonprime.com) so we can review your situation.

### 4. Custom Projects (Websites, Web Apps, Integrations, etc.)

#### 4.1 Deposits and Milestone Payments

Custom project work often requires significant planning and upfront allocation of time and resources. For this reason:

Deposits, retainers, and milestone payments are generally non-refundable once the corresponding phase of work has started or has been completed, except where required by law or explicitly agreed otherwise in writing.

If you decide to cancel a project before work has started on a specific phase, we will review whether any portion of the prepayment related solely to that future phase can be credited or partially refunded, taking into account time already spent on planning, onboarding, and reserving capacity.

#### 4.2 Project Cancellation by the Client

If you choose to cancel a custom project:

You remain responsible for payment of all work already completed, including any agreed minimum fees or non-refundable amounts specified in your Service Agreement.

We may, at our discretion, allow us to convert a portion of remaining unused payments into a credit toward future work, particularly if the cancellation is not due to scope changes or issues within our control.

Any such credit will be documented in writing (for example, by email) and may be time-limited.

#### 4.3 Dissatisfaction and Revisions

We aim to work collaboratively, with clear scoping and opportunities for feedback:

Your Service Agreement may specify a number of revision rounds or a process for adjustments.

Dissatisfaction alone does not automatically entitle you to a refund, especially where work has been performed in line with the agreed scope and reasonable industry standards.

If you are unhappy with any aspect of the work, we encourage you to bring it to our attention as early as possible so we can attempt to make reasonable corrections within the scope of the agreement.

In some cases, if we are unable to achieve an acceptable result after reasonable efforts, we may explore partial refunds, credits, or early termination by mutual agreement.

## 5. Maintenance and Support Plans

Maintenance and support services are typically offered on a recurring basis (for example, monthly).

### 5.1 Recurring Fees

Unless otherwise specified in your Service Agreement:

Once a billing period has begun (for example, a monthly cycle), the fee for that period is generally non-refundable, because we reserve capacity and perform work (such as updates, monitoring, and availability for incidents) throughout that period.

You may usually cancel future renewals by giving notice in the timeframe described in your agreement (for example, prior to the next billing date). When you cancel, you will not be charged for subsequent periods, but fees already paid for the current period will typically not be refunded, except where required by law or explicitly agreed otherwise.

### 5.2 Upgrades, Downgrades, and Plan Changes

If you upgrade or downgrade your maintenance plan:

We will explain how any charges or credits will be handled (for example, a pro-rated upgrade for the remainder of the billing cycle or a change at the next renewal).

Refunds for downgrades within the current billing period are generally not provided, but we may adjust future billing at the next renewal.

### 5.3 Service Interruptions

We aim to provide reliable support and maintenance, but some factors (such as third-party hosting outages or platform changes) may be outside our control.

Temporary interruptions do not automatically entitle you to a refund; however, if there is a sustained failure to deliver maintenance services due to a problem on our side, we may offer a partial credit, extension of service, or other reasonable adjustment.

Any service level expectations or credits for downtime will normally be described in your Service Agreement or Support & SLA terms.

## 6. One-Time Audits, Reviews, and Consultations

For one-time services such as audits, performance reviews, security reviews, or consultations:

Once the work has been scheduled and started (for example, after research or analysis begins), fees are generally non-refundable, except where required by law or explicitly agreed otherwise.

If you cancel before we have started work, we will reasonably consider whether any portion of your payment can be refunded or credited, taking into account time already reserved or spent on preparation.

If you believe that a one-time service was not delivered as described, please contact us promptly so we can review and, if appropriate, offer clarifications, adjustments, or partial credits.

## 7. Digital Resources, Downloads, and Templates

From time to time, we may offer digital resources (such as checklists, frameworks, guides, or templates) for purchase or as part of a package.

Because digital products can typically be accessed and copied immediately:

Payments for digital downloads or resources are generally non-refundable once access has been granted or the file has been delivered, except where required by law or under a specific guarantee we explicitly advertise.

If a digital product is defective (for example, corrupted or clearly not as described), we will work with you to provide a corrected version or alternative access. If we cannot reasonably provide a working version, we may issue a refund or credit.

If your jurisdiction provides a “cooling-off period” or additional rights for digital content, we will comply with those requirements. In some cases, you may be asked to confirm that you understand your right of withdrawal may end once digital content is fully delivered or accessed.

## 8. Errors, Duplicate Charges, and Unauthorized Payments

We take billing accuracy seriously.

You may be entitled to a refund or adjustment if:

You were charged more than once for the same service in error,

A clearly incorrect amount was charged due to a billing mistake, or

A payment was made using a method that was not authorized by you (for example, card fraud), subject to the rules of your bank or payment provider.

In such cases, please contact us as soon as possible at [support@alisonprime.com](mailto:support@alisonprime.com) with relevant details (invoice numbers, transaction IDs, and screenshots if available). We will review the situation promptly and work with you and, if applicable, your payment provider to resolve it.

## 9. How to Request a Refund or Credit

If you believe you may be entitled to a refund, partial refund, or credit:

Contact us at [support@alisonprime.com](mailto:support@alisonprime.com) as soon as reasonably possible.

Include:

Your full name and company (if applicable),

The email address you used with us,

The relevant project or plan name,

Invoice number(s) or transaction reference(s), and

A clear explanation of why you are requesting a refund or credit.

We may ask follow-up questions or documentation to help us understand the situation.

We aim to review refund or adjustment requests within a reasonable timeframe and to respond with a proposed resolution, which may include:

Approval of a full or partial refund,

Offer of a service credit or extension of service,

Explanation of why a refund is not available under this Policy or applicable law, and

Suggestions for how we can address your concerns within the scope of the existing agreement.

## 10. Chargebacks and Disputes

We recognize that you may have chargeback rights with your bank or payment provider.

However:

We kindly ask that you contact us first at [support@alisonprime.com](mailto:support@alisonprime.com) to attempt a resolution before initiating a chargeback or payment dispute.

Unsubstantiated or improper chargebacks (for example, where services were delivered as agreed and you have not attempted to resolve concerns with us) may be challenged by us with supporting documentation.

Where a chargeback is initiated, we may suspend ongoing work or access to services until the dispute is resolved.

Our goal is always to handle issues directly and fairly. Clear communication usually leads to better outcomes for both sides.

## 11. Non-Refundable Situations (Subject to Law)

Subject always to any mandatory legal rights you may have, refunds are generally not provided in the following situations:

You change your mind or decide not to use delivered services or digital products after they have been provided as described.

You fail to provide necessary information, access, or approvals, causing delays or making it impossible to complete the work.

Work has been substantially completed in accordance with the agreed scope and reasonable professional standards, but you later decide to pursue a different direction.

You violate our Terms of Service, Acceptable Use Policy, or other contractual obligations, and we terminate or suspend services for that reason.

The issue arises primarily from third-party services, platforms, or tools outside our control (for example, hosting outages, third-party platform policies, or service interruptions), unless otherwise specified in a Service Agreement.

Again, even in these situations, we may still choose at our discretion to offer adjustments or credits where we feel it is fair and reasonable to do so.

## 12. Compliance With Laws and Payment Provider Rules

We aim for this Refund Policy to be consistent with common expectations of banks, card networks, and payment providers.

Where local consumer protection laws or card network rules provide you with additional rights (for example, cooling-off periods, mandatory refund rights, or dispute rights), we will comply with those laws and rules.

If any provision of this Refund Policy is found to be inconsistent with mandatory legal requirements, that provision will be modified or disregarded only to the extent necessary, and the remainder of the Policy will remain in effect.

If you are unsure about your rights, you may wish to consult the applicable laws in your jurisdiction or speak with your bank or payment provider.

## 13. Changes to This Refund Policy

We may update this Refund Policy from time to time to reflect:

Changes in our services or business model,  
Evolving industry standards,  
Requirements of banks, payment providers, or card networks, or  
Changes in applicable laws and regulations.

When we make material changes, we will update the “Last Updated” date at the top of this page. In some cases, we may also provide additional notice on the Site or in communications.

Your continued use of our Site or Services after the updated Refund Policy becomes effective constitutes your acceptance of the changes. If you do not agree with the updated Policy, you should stop using the Site and Services and contact us with any concerns.

## 14. Contact Us

If you have any questions about this Refund Policy or wish to request a refund, adjustment, or credit, you can contact us at:

Alison Prime LLC

Website: <https://alisonprime.co>

Email: [support@alisonprime.com](mailto:support@alisonprime.com)

Phone: +1 (323) 916 5612

Address: 1720 MAIN ST MILES CITY, MT 59301, USA

We will do our best to respond in a timely and fair manner.