

# Refund Policy

**Effective Date:** June 24, 2025

**Company:** Emerging Writing Pad Solutions

**Website:** <https://writingpadsolutions.com>

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**Jurisdiction:** Republic of Kenya

At Emerging Writing Pad Solutions, we strive to provide our clients with professional, reliable, and satisfactory services in the fields of expatriate support and business registration. However, we understand that there may be circumstances where refunds are necessary. This Refund Policy outlines the conditions, terms, and procedures for requesting refunds.

## 1. Eligibility for Refund

Refunds are issued only under specific, valid circumstances. Eligibility depends on the type of service purchased and the stage of the service delivery process.

## 2. Refund Request Timeline

Clients must submit a refund request within **7 calendar days** of the original transaction or service engagement. Requests received after this period will not be processed unless exceptional circumstances apply.

## 3. How to Submit a Refund Request

To initiate a refund, clients must submit a written request to **info@writingpadsolutions.com** with full service details, receipt or reference number, and reason for the refund.

## 4. Non-Refundable Services

Services such as immigration application fees, government levies, third-party processing fees, and consultancy deposits are **strictly non-refundable** once payment is made or the process has commenced.

## 5. Refund Processing Time

Refunds, once approved, will be processed within **14 business days** and issued through the original method of payment unless otherwise agreed.

## 6. Partial Refunds

Where partial work has been completed, only the unused portion of the service cost may be refunded, minus any administrative or resource fees.

## 7. Change of Mind

Refunds are **not granted** for cancellations based on a change of mind or personal decisions unrelated to service quality or delay.

## 8. Duplicate Payments

If a client accidentally makes multiple payments for the same service, we will issue a full refund for the duplicate transaction.

## 9. Service Delay Caused by Client

If a delay occurs due to the client's failure to provide required documents or respond on time, refunds will not be applicable.

## 10. Refund Due to Company Error

If an error on our part results in failure to deliver service as promised, clients are entitled to a full refund or a service re-issue at no additional cost.

## 11. Government Rejection

If your application is rejected by a government authority, the refund will depend on whether the rejection was due to client misinformation, policy changes, or procedural failure. Evaluation will be on a case-by-case basis.

## 12. Service Substitution

Instead of a refund, a client may request to **substitute** a purchased service with another of equal or lower value, subject to management approval.

## 13. Disputed Transactions

In case of disputes, clients are advised to **first contact us** for internal resolution before initiating any chargeback or legal claim.

## 14. Unavailability of Service

If a paid service becomes permanently unavailable due to external legal or regulatory reasons, a full refund will be issued.

## **15. Force Majeure**

Refunds will not be granted for delays or service disruption caused by natural disasters, political unrest, or other acts beyond our control.

## **16. Bank Charges**

Any refund processed will be exclusive of **bank transfer fees, card fees, or mobile transaction charges** unless the issue was due to our internal error.

## **17. Misuse of Services**

No refunds will be issued if it is found that the service was misused or used for fraudulent purposes.

## **18. Prepaid Packages**

Refunds on prepaid packages (e.g., bundled services) will be calculated based on individual service use and remaining balance.

## **19. Verification Requirements**

We reserve the right to request identity or payment verification before processing any refund request.

## **20. Refund Currency**

Refunds will be issued in the **original transaction currency**. We are not responsible for currency conversion differences or fluctuations.

## **21. Client Satisfaction Guarantee**

While we aim for client satisfaction, we will first attempt to **remedy** any dissatisfaction through redelivery or corrections before proceeding to a refund.

## **22. Referral Services**

Refunds are not available for referral-based services where Emerging Writing Pad Solutions is not the primary executor of the task.

## **23. Digital Documentation**

Digital documentation delivered (e.g., registration certificates, filled forms) is non-refundable once emailed or downloaded by the client.

## **24. Consultation Services**

Consultation services are non-refundable once delivered. In case of disputes, a rescheduled session may be offered.

## **25. Client Breach of Terms**

Refunds will not be issued if the client is found in violation of our Terms and Conditions or acts in bad faith.

## **26. Refund Confirmation**

A confirmation email will be sent once the refund is processed, including refund amount, date, and method of reimbursement.

## **27. Refund Escalations**

If a client is unsatisfied with refund handling, the matter can be escalated to our internal legal officer for review.

## **28. Annual Service Agreements**

Refunds for ongoing or annual service agreements will be pro-rated, and an early termination fee may apply.

## **29. Policy Amendments**

Emerging Writing Pad Solutions reserves the right to **update or amend this Refund Policy** at any time. The latest version will always be available on our website.