

Refund & Cancellation Policy

Company Name: EEB Engineering Design and Consultancy Services

1. General Terms

Our services are customized for each client and often involve substantial planning and resource allocation. Hence, all payments made to EEB Engineering Design and Consultancy Services are **non-refundable** once a project has started.

2. Refund Eligibility

Refunds may be considered if:

- Cancellation occurs **within 3 business days** of payment and work has not yet started.
- We are unable to initiate or deliver services due to internal constraints.
- A mutually agreed milestone or deliverable is undelivered due to our failure (after proper dispute resolution attempt).

Refunds are processed to the original payment method within **7–10 business days**.

3. Cancellation Terms

- A client may cancel a project **before commencement** for a full or partial refund.
- Once initiated, cancellation will incur charges based on time/resources spent.
- We reserve the right to cancel any engagement due to breach of terms or unforeseen conditions.